



**HILL COUNTY**  
**JOB POSTING/ DESCRIPTION**  
**May 5, 2023**

**Job Title:** Breastfeeding Peer Counselor

**Department:** Women, Infants, Children (WIC)

**Type:** (1) Part-time (10-15 hrs per week)

**Accountable To:** WIC Coordinator

**Wage:** \$14.02 hourly

**\*Position is dependent on grant funding\***

**Job Overview:** The Breastfeeding Peer Counselor is a person who shows a passion to promote and support breastfeeding for mothers participating in the WIC Program. The Peer Counselor contacts women in the WIC clinic to promote the benefits of breastfeeding and offers support and encouragement after delivery.

**Essential Functions (Major Duties or Responsibilities):** Position requires ability to: communicate orally and in writing; travel; enter and exit a variety of buildings; operate a computer with proficiency in Word, Spreadsheets and PowerPoint Programs; be a good listener; maintain records; and prepare reports. This position performs clerical and technical duties requiring accuracy and ability to work well with mothers and children. May deal with stress of difficult situations. Position deals with sensitive information and maintains confidentiality. Must be able to work with varied socioeconomic and culturally diverse people.

**Knowledge, Skills and Abilities:**

**Knowledge:** This position requires a basic knowledge of socioeconomic conditions in community; office practices and business procedures; English, spelling and arithmetic; record keeping; computer programs- Windows applications, Word, spreadsheets, PowerPoint.

**Skills:** This position requires skills in basic assessment; use of a computer; maintaining records; preparing reports and communicating with public.

**Abilities:** This position requires the ability to: set priorities; organize; learn basic breastfeeding information and applications; have good judgment; work effectively and compassionately with varied socioeconomic and culturally diverse families; follow safety precautions; deal with stressful situations; travel as needed; maintain confidentiality; communicate effectively orally and in writing; follow verbal and written instructions; establish effective working relationships with fellow employees, supervisors, and the public.

**Minimum Qualifications (Education and Experience):** The above knowledge, skills and abilities are typically acquired through a combination of education and experience equivalent to:

- High School Diploma or GED required.
- Has previous knowledge of or experience with the WIC Program.
- Certified Lactation Counselor Certificate preferred but not required.



**HILL COUNTY**

**POSITION DESCRIPTION**

**July 2021**

**POSITION:** Breastfeeding Peer Counselor  
Part-time 10-15 hours per week

**DEPARTMENT:** Women, Infants, and Children (WIC)

**ACCOUNTABLE TO:** WIC Coordinator

**SUMMARY OF WORK:** The Breastfeeding Peer Counselor is a person who shows a passion to promote and support breastfeeding for mothers participating in the WIC Program. The Peer Counselor contacts women in the WIC clinic to promote the benefits of breastfeeding and offers support and encouragement after delivery. (This position is dependent on grant funding)

**JOB CHARACTERISTICS:**

**Nature of Work:** This position performs clerical and technical duties requiring accuracy and ability to work well with mothers and children. May deal with stress of difficult situations. Position deals with sensitive information and maintains confidentiality. Must be able to work with varied socioeconomic and culturally diverse people.

**Personal Contacts:** Daily extensive contact with the public in person or by phone.

**Essential Functions:** Position requires ability to: communicate orally and in writing; travel; enter and exit a variety of buildings; operate a computer with proficiency in Word, Spreadsheets and PowerPoint Programs; be a good listener; maintain records; and prepare reports.

**AREAS OF JOB ACCOUNTABILITY AND PERFORMANCE:**

- Performs scheduling and call back functions.
- Maintains confidential case records and manages files.
- Processes letters, spreadsheets and outreach materials.
- Prepares and maintains confidential case records.
- Performs other related duties as assigned by Coordinator.

**JOB REQUIREMENTS:** The successful applicant must be able to perform the following job requirements with or without reasonable accommodation. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions, in compliance with the Americans with Disabilities Act and any other applicable Federal and Montana law.

**Knowledge:** This position requires a basic knowledge of socioeconomic conditions in community; office practices and business procedures; English, spelling and arithmetic; record keeping; computer programs- Windows applications, Word, spreadsheets, PowerPoint.

**Skills:** This position requires skills in basic assessment; use of a computer; maintaining records; preparing reports and communicating with public.

**Abilities:** This position requires the ability to: set priorities; organize; learn basic breastfeeding information and applications; have good judgment; work effectively and compassionately with varied socioeconomic and culturally diverse families; follow safety precautions; deal with stressful situations; travel as needed; maintain confidentiality; communicate effectively orally and in writing; follow verbal and written instructions; establish effective working relationships with fellow employees, supervisors, and the public.

### **EDUCATION AND EXPERIENCE:**

The above knowledge, skills and abilities are typically acquired through a combination of education and experience equivalent to:

1. High School Diploma or GED required.
2. Has previous knowledge of or experience with the WIC Program.
3. Certified Lactation Counselor Certificate preferred but not required.

### **JOB PERFORMANCE STANDARDS:**

Attends breastfeeding training classes to become a Breastfeeding Peer Counselor.

Visits with WIC pregnant women, during clinic hours, at defined points during pregnancy to promote breastfeeding and explain the Breastfeeding Peer Counselor Program.

Participates in the WIC Breastfeeding classes by sharing breastfeeding experience and offering services as a Breastfeeding Peer Counselor.

Develops and maintains a caseload of pregnant and breastfeeding WIC clients by making routine periodic contacts and following established policies and procedures.

Counsels women in the WIC clinic, during normal clinic hours, or by telephone and texting during or after clinic hours. This person will work approximately 10 hours per week via a combination of in WIC office and remotely offsite.

Makes telephone contacts using the WIC-issued cellular phone when not in WIC clinic, keeps the cellular phone charged, and uses the cellular phone only for providing WIC Breastfeeding Peer Counselor services.

The WIC Peer Breastfeeding phone is open to calls 24 hours a day, with the expectation that the BPC will respond within 12 hours. When special circumstances arise where this expectation cannot be met, the Peer Counselor will work with the WIC Breastfeeding Coordinator in establishing an alternative plan.

Provides counseling on basic breastfeeding information and support, including the benefits of breastfeeding, overcoming common barriers, and getting a good start, as well as helping mothers prevent

and handle common breastfeeding concerns.

Refers mothers, according to established protocols, to the mother/infant's health care provider, and WIC lactation consultant when appropriate.

Communicates and reports to Breastfeeding Coordinator regarding caseload and client issues.

Respects each client by keeping all information strictly confidential.

Documents all contacts made with WIC clients according to the established policies and procedures which may include maintaining documentation or records at home in a safe and secure location.

Participates in breastfeeding conferences/workshops or other training as appropriate to continue development of skills and knowledge related to performance of this work.

May assist WIC staff in promoting breastfeeding through special projects and duties as assigned.

Supports the public health role of the WIC program, including immunizations.