

Lactation Consultant

The West Oakland Health Council is seeking one empathetic, culturally competent Lactation Consultant at its East Oakland WIC site. We offer a secure, collaborative clinic environment where patient care and outcomes are the #1 priority. This position is 24-40 hrs / week and benefitted. We offer a competitive, negotiable package, based on experience. Salary range depends on experience.

Job Details

Level	Experienced
Job Location	East Oakland Health Center - Oakland, CA
Position Type	Part-Time or Full-Time
Education Level	Internationally Board-Certified Lactation Consultant (IBCLC)
Salary (DOE):	Starting at \$31.83-\$53.05/hour + benefits (this is a Non-Union Job)
Job Shift	3-5 day-shifts per week; Remote availability outside of normal work hours may be necessary depending on the needs of WIC participants and with pre-approval from supervisor

*****All employees are required to be fully vaccinated for COVID-19 as a condition of employment, subject to limited exemptions. New Employees are required to provide proof of being fully vaccinated for COVID-19 before the first day of employment. Exemptions to this requirement will be considered for those requesting an exemption on medical, disability, or religious grounds.***

Description

SUMMARY: Under the supervision of both the Director of WIC and the Director of Gynecology and Reproductive Health (if designated as a provider), the Lactation Consultant is the Designated Breastfeeding Expert for the Local Agency. The Lactation Consultant holds the International Board-Certified Lactation Consultant (IBCLC) credential issued by the International Board of Lactation Consultant Examiners. The Lactation Consultant handles more complex lactation problems; provides on-site and home-visit breastfeeding support, as needed; participates in community breastfeeding activities; mentors and provides in-service education on lactation for WIC Breastfeeding Peer Counselors and professional staff; assists in overall breastfeeding program planning; and is excellent at charting and documentation.

JOB DUTIES AND RESPONSIBILITIES:

To be conducted in accordance with the Policies and Procedures of West Oakland Health Council and California Department of Public Health (CDPH) WIC:

- 1) Provides breastfeeding support to WIC participants and West Oakland Health patients:
 - Provides lactation consultation to WIC participants and clinic patients referred to by peer counselors, WIC staff, and local providers of mother experiencing complex maternal and infant breastfeeding problems beyond their scope of practice
 - Assess breastfeeding situations and provides counseling to high-risk mothers and infants.
 - Counsels high-risk mothers needing breast pumps or other equipment for complex breastfeeding situations.

- Makes timely telephone contacts, home visits, WIC visits, clinic visits, and/or hospital visits with breastfeeding clientele to support breastfeeding and identify clients needing additional assistance to optimize their breastfeeding success
 - Keeps accurate records of all contacts made with WIC clients.
 - Respects each client by keeping their information strictly confidential
- 2) Mentors and supervises WIC peer counselors (PCs):
- Mentors new PCs through shadowing opportunities, observations, and ongoing guidance.
 - Mentors and provides in-services, training and education on various breastfeeding topics and lactation management, including the initial and ongoing breastfeeding training for PCs and WIC staff.
 - Oversees and is responsible for a system referring WIC clients to PCs or to the IBCLC for breastfeeding problems outside of the PC's scope of work
 - Oversees and is responsible for PCs adherence to WIC confidentiality requirements
 - May teach breastfeeding classes and support groups for pregnant and breastfeeding mothers, or mentor peer counselors leading group meetings.
 - May develop an ongoing PC recognition program, which affirms and supports PCs in an effort to improve PC retention.
 - Ensures that exit surveys are conducted with at least 5 percent of the participants within 2 weeks after they leave the Breastfeeding Peer Counseling Program, in an effort to maintain a continuous quality improvement plan.
- 3) Serves as a liaison between WIC, West Oakland Health Council, and the community:
- Conducts outreach with community organizations to promote outpatient breastfeeding and peer counseling services
 - Establishes community partnerships to increase awareness and improve communication to promote a breastfeeding-friendly culture in their community.
 - Ensures the availability of services outside of normal work hours.
 - Coordinates breastfeeding promotion activities in the clinic, in WIC and in the community, including the coordination of all World Breastfeeding Week activities.
 - Participates in Peer Support groups, Community Breastfeeding Coalitions, WIC Regional Breastfeeding Committee meetings, and the California Breastfeeding Summit, whenever possible
- 4) Maintains IBCLC credential and breastfeeding knowledge and skills through continuing education and IBCLC recertification.
- 5) Performs other WIC duties as appropriate:
- Provides nutrition education and nutrition intervention for participants if they are also authorized nutritionist staff (DTR, DN, RN, RD, REN, MDN) or if cosigned by the Local Agency Registered Dietitian.
 - Communicates with health professionals regarding high-risk cases, and refers mothers with medical or nutrition concerns beyond the IBCLC Scope of Practice
 - Competently fulfills, through self-designation or assignment, the following WIC designated coordinator roles for which they qualify as dictated under WIC program policies:
 - Nutrition Education Coordinator
 - Breastfeeding Coordinator

- Local Vendor Liaison
- Farmers Market Nutrition Program
- Outreach Coordinator
- Cardstock Coordinator
- Competently fulfills, through self-designation or assignment, the following WIC training coordinator roles:
 - Training Coordinator
 - Civil Rights Coordinator
 - Fraud/Abuse Coordinator
 - National Voter Registration Coordinator
 - Other Training Coordinator Roles, as needed
- 6) Attends work regularly and punctually; is readily accessible during work hours to peers; limits absences from own duty stations and limits visits and activities which distract others from their performance of duties
- 7) Works cooperatively with immediate supervisor, with department members, and with other council staff persons, as required.
- 8) Treats all staff/patients/clients/visitors with respect and courtesy.
- 9) During the initial thirty (30) days of employment, becomes and remains knowledgeable about, and in compliance with, the Council's and Department policies and procedures in the following areas:
 - Patient's rights and responsibilities.
 - Professional and business ethics.
 - Continuous quality improvement.
 - Safety and security of person and property.
 - Infection control.
 - Hazardous materials and waste.
 - Life safety and emergency preparedness.
- 10) Maintains a working knowledge about, and in continued compliance with, all of those areas listed under item (9) throughout your employment with the Council.
- 11) Attends general staff meetings and participates in quality improvement projects.
- 12) Performs all duties and services in full compliance with West Oakland Health Council's service excellence standards.
- 13) Performs other related duties as may be assigned by the Senior Programs Manager, CMO, CCO, COO, and/or another designee.

ORGANIZATIONAL VALUES:

Service Orientation: Demonstrates a commitment to serving internal and external customers and or patients. Consistently seeks ways to improve service delivery and communicates ideas to management as needed.

Communication: Communicates clearly, accurately, and concisely in verbal and written forms. Effectively adjusts communication to specific situations and diverse audiences to ensure information is understood. Work effectively with multi-cultural and economically diverse patients.

Teamwork: Provides meaningful contributions and actively participates in team activities. Works as part of the care team to provide evidence-based care, health coaching, self-management tools and proactively addressing the needs of patients and their families.

Quality: Actively participates in identify areas for improvement and establish methods for quality improvement.

Compliance: Stays in compliance with organization's policies by being current in state mandated certification requirements and completing assigned policies and trainings in a timely manner.

PHYSICAL DEMANDS:

- Standing and Walking Time Required: 15% - 25%
- Time Speaking and Listening: 60% - 70%
- Environmental and Health Hazards: Frequent exposure to communicable diseases and other conditions common to a clinic environment.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job the employee is regularly required to sit. The employee frequently will use hands and fingers to operate a computer keyboard, mouse and telephone keyboard, and talk or hear. The employee must occasionally bend, lift and/or move up to 35 pounds. Specific vision abilities required by this job include close vision, peripheral vision, and ability to adjust focus.

POSITION DESCRIPTION REVISIONS

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with these roles. While this is intended to be an accurate reflection of the current Position, management reserves the right to revise the Position or to require that other or different tasks be performed when circumstances change. This Position description replaces all previous Position descriptions for this position.

BENEFITS:

- Employer Funded Retirement Plan
- 403b
- Free Medical (Kaiser or Sutter), Dental and Vision
- Free Life Insurance
- Reimbursement for approved courses and seminars
- EAP Program
- Discounts on programs through partnered companies such as Legal Shield, ID Shield, and AFLAC

QUALIFICATIONS:

- Bilingual in English/Spanish OR English/Arabic strongly preferred.
- Possesses a thorough understanding of the importance of confidentiality and non-disclosure according to the general standards set forth by HIPAA.

- Proven interviewing and communication skills and ability to relate to a diverse population group.
- Applicant must be drug-free during work hours and free of illicit substances at all times.
- Demonstrates leadership skills.
- Excellent daily attendance and punctuality.
- Able to self-pace study and complete work in a timely manner.
- Culturally sensitive and demonstrated ability and effectiveness working with ethnically diverse populations.
- Requires a valid California driver's license, a satisfactory driving record, have a personal car and comprehensive automobile insurance.

EDUCATION AND EXPERIENCE:

- Bachelor's degree in nutrition, social services, or health related field, required.
- Possesses Internationally Board-Certified Lactation Consultant (IBCLC) credentials.
- At least 2 years of experience in breastfeeding support, required.
- Previous experience working with the WIC program and knowledge of WIC policies and procedures, preferred.
- Previous experience with OCHIN EPIC electronic medical record, preferred.
- Knowledge of nutrients / foods as well as familiarity of life cycle nutritional needs (pregnancy, breastfeeding, infancy, and children), preferred.
- Prerequisite entry level experience, answering phone, making appointments.

Employee Signature: _____ Date: _____