



## **Health Alliance WIC Language & Customs Diversity Specialist**

**Number of Volunteers:** 10, rotating each month 8 am – noon, option of shift change with another volunteer. Clinic held the 2<sup>nd</sup> Thursday of the month, beginning July 11, 2019.

**Location:** Urban WIC, 1328 2<sup>nd</sup> Ave SE, Cedar Rapids, Iowa

### **Goal:**

The Health Alliance Language & Customs Diversity Specialist is responsible for assisting and supporting our WIC families as they enter our program. Specialist will enhance current programming by engaging clients in their own language, explaining food variation that are easier on the pallet when experiencing a food cultural change, educate families on how to WIC grocery shop, introduce new food ideas to clients. Develop a sense of ownership and community within the clientele. Lead clientele to go from newcomer to teacher/support and active member of their larger community.

### **Expectations:**

- Volunteer should support HACAP’s Mission to build stronger communities by providing information and supporting families in their efforts to utilize WIC services to benefit their children and their family. Promote personal involvement in the WIC outreach effort and to assist clients to support others as they need less support themselves.
- Volunteer should be proficient in English and the language in which they are volunteering.
- Ensure confidentiality in all matters
- Must adhere to HACAP Health Alliance safety and security precautions as outlined in the volunteer pre-orientation materials.
- Volunteer must be at least 18 years of age.

## Qualifications:

- Proficient communications skills in both English and the language in which volunteering services.
- Ability to work with WIC clientele and to promote their understanding, usage and comfort level in WIC services and benefits.
- Ability to interact, with clientele and staff, both seated and standing for 2 -4 hrs.
- Ability to understand and follow instructions and to work with Health Alliance staff within WIC Outreach effort.
- Ability to feel comfortable in engaging community
- Reasonable accommodations can be arranged to enable individuals with disabilities to perform the essential functions of this volunteer position, Job training provided during a mandatory one-hour volunteer training/orientation session. This session will be scheduled prior to first volunteer shift.