



# Lactation Support Specialist II

## Job Description

Department: Health  
Position: Career Service  
Grade: 716  
Supervisory: No  
Reports to: Program Manager – Lactation Services

### Summary

Under general guidance and direction of the Division Director – WIC and Program Manager – Lactation Services, performs lactation support work at a full performance level. Provides breastfeeding information and specialized assistance by telephone or in person to women who are pregnant or breastfeeding. Incumbents in this classification have successfully completed an approved Certified Lactation Educator (CLE) course.

### Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Function as initial point-of-contact for pregnant and breastfeeding women calling the Breastfeeding Warmline; answer routine questions regarding appropriate latch, positioning, duration of breastfeeding, infant weight gain, and basic infant nutrition; refer clients to appropriate party when questions or needs beyond scope of training are identified.
2. Inform or educate expecting and postpartum mothers of available services and to assess the breastfeeding dyad; make outbound calls according to established protocol, as needed.
3. Document incoming and outgoing calls assessing needs and subsequent lactation counsel given to specific mother/infant dyads.
4. Sanitize returned electric breast pumps according to protocol; complete cleaning and tracking logs.
5. Monitor educational and promotional handouts at assigned clinic(s) and notify Senior Lactation Support Specialist when supplies are low.
6. Assist with copying and assembling handouts, as requested; stock exam rooms and other areas with handouts.
7. Respond to clients with more complex breastfeeding questions or issues; provide in-office evaluation, as needed.
8. Issue kits, shells, and other breastfeeding supplies or aids to clients and provide instruction on use.

### For Office Use Only

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Job Title: Lactation Support Specialist II  
FLSA: Non-Exempt  
Effective Date: 1/3/2025  
Public Safety: No

Worker's Compensation: County  
Background Level: I  
Safety Sensitive: No  
DOT: No  
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9. Issue hand and electric breast pumps to qualified mothers according to state and county requirements and WIC protocol; document issuance and ensure adequate clinic follow-up.
10. Document visits and pump issuance; enter data into the WIC database.

### **Knowledge, Skills, and Abilities**

- Knowledge of common and irregular problems associated with lactation management and appropriate solutions
- Knowledge of proper telephone etiquette
- Knowledge of policies, procedures, and laws affecting work
- Skilled in identifying, resolving, and providing counseling for uncommon breastfeeding issues
- Skilled in reading, writing, and basic math
- Skilled in operating standard office equipment, including a personal computer
- Skilled in providing clear instructions to others on breastfeeding techniques and in identifying and resolving associated problems
- Ability to understand and follow clear work instructions
- Ability to understand broad objectives and follow general instructions
- Ability to maintain cooperative working relationships with those contacted during the course of work activities
- Ability to communicate effectively verbally and in writing
- Ability to maintain professionalism while discussing private and sensitive matters
- Ability to remain calm and reassure distressed clients
- Ability to maintain confidentiality

### **Supervisory Responsibility**

This position has no direct supervisory responsibility but does serve as a coach and mentor for other positions in the department.

### **Work Environment**

This job operates in a professional office environment or other environmentally controlled room. Work is performed in a busy clinic and requires frequent contact with the public. Work may expose the incumbent to others' illnesses and to individuals who may be angry, agitated, or otherwise upset. The noise level in the work environment is moderate to loud due to regular noise from crying children.

### **Physical Demands**

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.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. The employee regularly sits at a desk and is regularly required to walk, stand, or stoop. The employee regularly uses a telephone

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and operates standard office equipment. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is occasionally required to type, file, and lift supplies up to twenty (20) pounds. The employee occasionally drives a motor vehicle.

### **Position Type / Expected Hours of Work**

Incumbent must work forty (40) hours each week to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

### **Travel**

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

### **Required Education and Experience**

1. High School Diploma or equivalent.
  2. One (1) year of lactation/breastfeeding support work experience.
- OR
1. Bachelor's degree in Nutrition, Health Promotion, or other public health field.
  2. Six (6) months of lactation support experience, work or otherwise.

### **Additional Eligibility Qualifications**

1. Applicant must have completed a minimum forty-five (45) hour approved breastfeeding specific education course within the last five (5) years. If it has been longer than five (5) years, applicant must submit proof of continuing education hours sufficient to maintain credential.
2. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
3. Selected applicants will be required to submit to a pre-employment drug screen and background check.
4. Selected applicants shall follow UCHD immunization and TB policy for healthcare workers.

### **Career Ladder Advancement**

For career ladder advancement from a lower classification level of this series to a higher one, there must be funding in the budget and the employee must:

1. Possess the required licensure and certifications of the higher classification level.
2. Meet the education and experience requirements and the class characteristics of the higher classification level.
3. Receive written recommendation from the department head.
4. Receive approval from the Director – Human Resources.

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**AAP/EEO Statement**

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

**Acknowledgement below to be completed after an offer has been extended and accepted.**

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee \_\_\_\_\_ Date \_\_\_\_\_

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