



# Program Manager – Lactation Services

## Job Description

Department: Health  
Position: Career Service  
Grade: 723  
Supervisory: Supervisor  
Reports to: Division Director – WIC

### Summary

Under general guidance and direction of the Division Director - WIC, performs managerial and supervisory work in coordinating the Breastfeeding Peer Counseling Program for Utah County.

### Essential Functions

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

1. Supervise, plan, and coordinate the work of assigned personnel.
2. Identify, evaluate, and resolve personnel concerns; conduct performance appraisals.
3. Assist with recruitment, hiring, promotion, and retention decisions.
4. Assist with establishing and maintaining program goals, objectives, policies, and procedures.
5. Oversee participants in the Peer Counselor Program; ensure appropriate services are provided.
6. Prepare monthly schedule; balance the client needs of each clinic with budget limitations.
7. Monitor and assess the quality and appropriateness of lactation services; conduct periodic audits and review statistical reports; implement corrective action and follow-up tracking as necessary.
8. Prepare reports, plans, evaluations, and statistics for state, county, and department purposes and requirements.
9. Participate in annual State WIC Management evaluation audits; complete requirements for Peer Counselor Program.
10. Oversee electric breast pump inventory, including distribution between clinics; determine breastfeeding aid, equipment, and supply needs.
11. Issue breast pumps according to state protocol; track and counsel clients using the pumps.
12. Ensure that local agency staff working with pregnant or breastfeeding participants receive the required training and understand the state breastfeeding policy and their roles and responsibilities pertaining to the WIC Breastfeeding Program; provide other trainings and/or presentations for organizations, as requested.
13. Hold regular staff meetings to provide ongoing communication, feedback, and training to peer counselors and other lactation personnel.

### For Office Use Only

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Job Title: Program Manager – Lactation Services

FLSA: Exempt

Effective Date: 10/22/2025

Public Safety: No

Worker's Compensation: County

Background Level: I

Safety Sensitive: No

DOT: No

ML: Supervisor

14. Provide community outreach and education; plan and coordinate activities and promotional campaigns; work with the Public Information Officer to publicize upcoming events.
15. Assist with preparing the program's budget; determine budgetary priorities and allocation of funds; monitor purchases and expenditures.
16. Provide advanced breastfeeding support and technical assistance and education to WIC clients and personnel.
17. Oversee day-to-day operations of the Utah County Mother's Milk Depot.

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

- Knowledge of Utah County Human Resources Rules and Regulations, health department policies and procedures, division and state WIC policies and procedures, and USDA standards of performance
- Considerable knowledge of infancy, childhood, pregnancy, and lactation nutrition, and the composition of various infant formulas and their specific uses
- Considerable knowledge of breastfeeding principles, techniques, and equipment
- Knowledge of supervisory techniques
- Skilled in Microsoft Office programs
- Skilled in budget accounting and statistics
- Ability to communicate effectively verbally and in writing
- Ability to work closely with clients from diverse and high-risk backgrounds
- Ability to maintain cooperative working relationships with those contacted in the course of work activities
- Ability to objectively evaluate performance and effectively supervise and train others

### **Supervisory Responsibility**

This position has direct supervisory responsibility and 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 usually moderate to loud due to regular noise from crying children. The incumbent may be required to drive Utah County owned vehicles in the course of conducting County business and must abide by the Utah County Vehicle Policy.

### **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.

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While performing the duties of this job, the employee is required to use manual dexterity to grasp, feel, and operate objects, tools and controls, and reach with hands and arms. The employee regularly sits at a desk or table and is regularly required to stand, walk, talk, stoop, and hear. The employee may work for sustained periods of time maintaining concentrated attention to detail. Specific vision abilities by this job include close vision, ability to adjust focus, and ability to distinguish between different shades of color and patterns. The employee is required to type, file and occasionally lift supplies up to fifty (50) pounds. The employee occasionally drives a motor vehicle.

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

Incumbent must work eighty (80) hours each pay period 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. Bachelor's degree or equivalent in Human Nutrition, Community Nutrition, Clinical Nutrition, Public Health Nutrition, Dietetics, Home Economics with an emphasis in nutrition, or a health-related field with a minimum of twenty-four (24) credit hours in nutrition.
2. Four (4) years of work experience providing breastfeeding support, technical assistance, and education.
3. Equivalent combinations of education and experience may also be considered.

### **Preferred Education and Experience**

1. Preference may be given to applicants with supervisory or lead experience.
2. Preference may be given to applicants with certification as Certified Lactation Educator (CLE) or International Board Certified Lactation Consultant (IBCLC).

### **Additional Eligibility Qualifications**

1. Applicants must complete Designated Breastfeeding Expert training within 60 (sixty) days of hire.
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.

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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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