



Senior Lactation Support Specialist

Job Description

Department: Health
Position: Career Service
Grade: 717
Supervisory: Lead
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 in providing breastfeeding information and specialized assistance by telephone or in person to women who are pregnant or breastfeeding. This advanced level requires considerable knowledge of lactation issues and techniques as well as the policies, procedures, and laws affecting the work. Incumbents in this classification have successfully completed an approved Certified Lactation Educator (CLE) course and are capable of training and leading others.

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 restock 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

Job Code: 5622
Job Title: Senior Lactation Support Specialist
FLSA: Non-Exempt
Effective Date: 1/3/2025
Public Safety: No

Worker's Compensation: County
Background Level: I
Safety Sensitive: No
DOT: No
ML: Individual Contributor

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.
11. Distribute shields to clients according to strict protocol as established by state WIC.
12. Respond to clients with high-risk breastfeeding questions and issues such as those with special needs (i.e. Down's Syndrome, cleft pallet, premature birth).
13. Oversee and monitor the inventory of breastfeeding pumps and other supplies at assigned clinics; order necessary supplies and pumps from state WIC; reconcile pump issuance logs against available inventory on a monthly basis; research logs, client records, and pump lending agreements to resolve discrepancies.
14. Function as lead worker; provide training and assistance to Lactation Support Specialist I/II's; monitor performance of assigned employees and provide input for performance evaluations and/or additional training.
15. Assist Program Coordinator – Lactation Services with special projects, as assigned.
16. Ensure efficient operation of WIC clinics; perform Health Aide and WIC Eligibility Technician duties for crisis coverage in clinics, as assigned.

Knowledge, Skills, and Abilities

- Knowledge of common and irregular problems associated with lactation management and appropriate solutions
- Knowledge of proper telephone etiquette
- Considerable knowledge of the policies, procedures, and laws affecting work
- Knowledge of supervisory and training techniques
- Considerable knowledge of high-risk lactation management problems and situations and their solutions
- Skilled in identifying, resolving, and providing counseling on high-risk 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 train and lead others
- Ability to organize and maintain inventory of equipment and supplies
- Ability to identify and resolve issues related to the accounting for and distribution of equipment
- 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

For Office Use Only

Job Code: 5622

Job Title: Senior Lactation Support Specialist

FLSA: Non-Exempt

Effective Date: 1/3/2025

Public Safety: No

Worker's Compensation: County

Background Level: I

Safety Sensitive: No

DOT: No

ML: Individual Contributor

- Ability to maintain confidentiality

Supervisory Responsibility

This position has no direct supervisory responsibility but does serve as a lead to some and 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 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. Two (2) years of lactation/breastfeeding support work experience.
- OR
1. Bachelor's degree in Nutrition, Health Promotion, or other public health field.
 2. One (1) year of lactation/breastfeeding support work experience.

Preferred Education and Experience

For Office Use Only

Job Code: 5622

Job Title: Senior Lactation Support Specialist

FLSA: Non-Exempt

Effective Date: 1/3/2025

Public Safety: No

Worker's Compensation: County

Background Level: I

Safety Sensitive: No

DOT: No

ML: Individual Contributor

1. Preference may be given to applicants with lead or supervisory experience.

Additional Eligibility Qualifications

1. Applicant must have completed a minimum 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.

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 _____

For Office Use Only

Job Code: 5622
Job Title: Senior Lactation Support Specialist
FLSA: Non-Exempt
Effective Date: 1/3/2025
Public Safety: No

Worker’s Compensation: County
Background Level: I
Safety Sensitive: No
DOT: No
ML: Individual Contributor