

CHAPTER 8: STAFF TRAINING

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OVERVIEW

Three levels of clinical competency are available to paraprofessional staff employed by the Idaho WIC Program.

The first competency is basic skills, the second is advanced skills and the third is continuing skills. This chapter discusses training and measuring competency.

IN THIS CHAPTER

Section A Training Competency

Section B Continuing Skills Training

SECTION A: TRAINING COMPETENCY

OVERVIEW

There are three levels of clinical competency available to paraprofessional staff.

- *Basic skills* (required) include the ability to determine WIC program eligibility, tailor supplemental WIC food packages, and make referrals to other health and social services. Basic skills should be completed within six months of hire.
- *Advanced skills* (recommended) include effectively providing accurate, simple, and appropriate nutrition education messages to WIC participants. Advanced skills should be completed within 12 months of hire.
- *Continuing skills* (recommended) includes counseling skills and other job related training related to WIC program services. A minimum of 4 hours should be achieved annually.

IN THIS SECTION

Paraprofessional Training Manual
Competencies for Competent Professional Authorities
Measuring CPA Competency

PARAPROFESSIONAL TRAINING MANUAL

POLICY

A competency-based, self-instructional manual is used to teach skills. The manual is available on CD-ROM. Resources were developed by local agency and State agency RDs and staff, and were field tested by staff throughout the State.

The Idaho WIC Program Paraprofessional Training Manual combines reading, progress checks, worksheets, viewing of audiovisuals, and other learning activities to convey knowledge. Clinic observation and practice sessions are used to augment learning and enhance clinical skills. The Idaho WIC Program Paraprofessional Training Manual is divided into two units: Basic Skills and Advanced Skills.

ORDERING TRAINING MANUALS

Each local agency should have at least one Idaho WIC Program Paraprofessional Training Manual at the main clinic site.

Additional manuals are available from the State agency. Orders are placed either by e-mail or telephone to the Nutrition Education Coordinator.

Staff are encouraged to keep the manuals to use as reference after completing the program and during the time of their employment.

TRAINING GOALS

- To improve the consistency and accuracy of services provided to participants.
- To increase nutrition knowledge and improve the counseling skills of staff.
- To increase staff confidence and job satisfaction.
- To organize and standardize staff training.

REFERENCE

State policy

COMPETENCIES FOR COMPETENT PROFESSIONAL AUTHORITIES (CPA)

POLICY

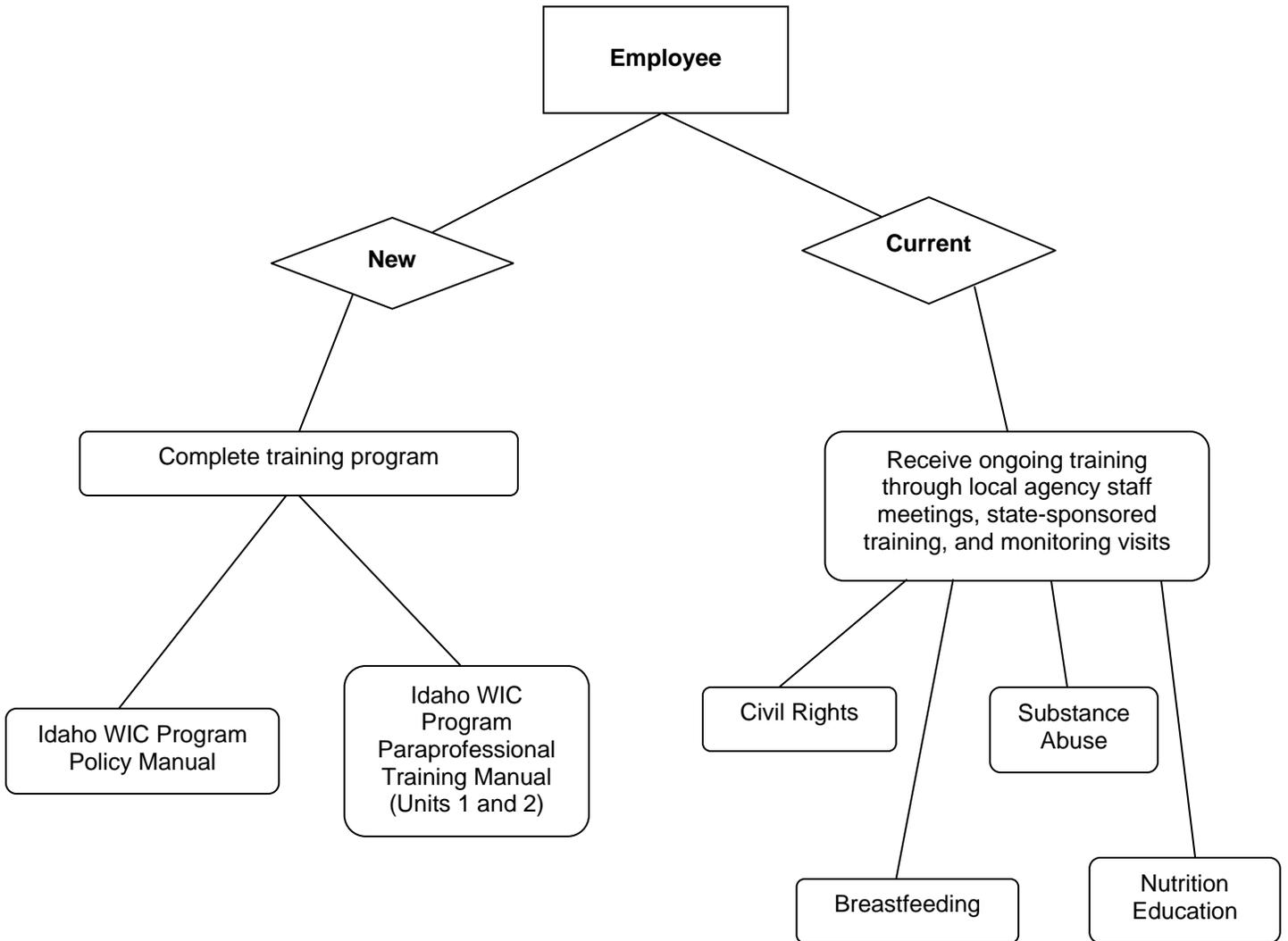
The Idaho WIC Program Paraprofessional Training Manual is administered by a local agency appointed trainer (a registered dietitian or a trained paraprofessional with at least three years of WIC experience) under whose supervision the trainee will:

- Deliver WIC program services according to established policies and procedures
- Assess the nutritional status of participants by collecting, recording, and comparing to standards the following to determine nutritional risk criteria:
 - Anthropometric Measurements
 - Biochemical Measurements
 - Dietary Data
 - Health
- Demonstrate knowledge of basic nutrition and its application to all WIC participants
- Use appropriate communication techniques during nutrition education contacts
- Plan for the nutritional care of participants based upon assessment findings by:
 - Assisting participants in prioritizing nutrition or health risks
 - Identifying community and agency services that might help resolve risks
 - Tailoring appropriate WIC food packages with participant input
 - Selecting the most practical and relevant nutrition education messages and arranging the most conducive environment in which to communicate them
- Implement nutrition care for participants using planned referral, food delivery, and nutrition education strategies
- Evaluate nutrition care given participants through subsequent assessment of nutritional status, use of WIC foods, and follow-through on nutritional advice and referrals.
- Enter eligibility and education information into the Idaho WIC Computer System.

REFERENCE:

7 CFR 246.11(c)(2) Nutrition Education

TRAINING FOR COMPETENT PROFESSIONAL AUTHORITIES (CPA)



MEASURING CPA COMPETENCY

POLICY

Each trainee's ability to meet the skills and objectives for each lesson in the Idaho WIC Program Paraprofessional Training Manual is rated by the trainer, who supervises progress through the training program. The learning objectives of each section of the manual combine both knowledge and application objectives to support the program competencies. Competency is further assessed through observation, interviewing, quizzes and chart reviews after each section of the manual is completed.

TRAINING PROGRAM EVALUATION

A record of the sections completed by each trainee is kept by local agency Coordinators along with results of observations, interviews, quizzes, and chart reviews. Basic Skills (Unit 1) should be completed within the first six months of employment. Advanced Skills (Unit 2) should be completed within the first year of employment.

The Idaho WIC Program Paraprofessional Training Manual is updated and revised periodically based on staff comments and changes in WIC program policies and procedures.

SECTION B: CONTINUING SKILLS COMPETENCY

OVERVIEW

Updates to policies and procedures are typically handled either through training provided by the State agency and/or training materials provided to local agency Coordinators to conduct training for staff.

IN THIS SECTION

Minimum Training Requirements
Breastfeeding Training
Civil Rights Training
Customer Service Training

MINIMUM TRAINING REQUIREMENTS

POLICY

Local agencies must provide ongoing training to the staff.

Certain topics must be provided at least annually:

- Breastfeeding
- Civil rights/nondiscrimination
- Customer service training
- Immunizations
- Suspected child abuse reporting (recommended, but not mandatory)

DOCUMENTATION

Agendas with clearly identified training objectives or minutes must be maintained. A roster of staff attending the training or some other means of tracking individual staff must be maintained.

These items will be reviewed during on-site monitoring visits.

REFERENCE

State policy

BREASTFEEDING TRAINING

POLICY

Breastfeeding promotion and support training will be included in staff orientation training and offered on an ongoing basis. Any training related to nutrition education and counseling provided to local staff will include breastfeeding as part of the subject matter.

SUPPORT STAFF

- Complete “Introduction to WIC” section of the Paraprofessional Training Manual within six months of hire.
- Observe at least two different WIC breastfeeding classes.
- Participate in ongoing breastfeeding staff training.

COMPETENT PROFESSIONAL AUTHORITIES

- Complete the breastfeeding section of the Paraprofessional Training Manual within six months of hire.
- If available, attend Peer Counselor training.
- Observe at least two different WIC breastfeeding classes.
- Participate in ongoing breastfeeding staff training.
- Attend training seminars as funding permits and state-sponsored training as requested by the State agency.

PROFESSIONAL STAFF

- Complete the breastfeeding section of the Paraprofessional Training Manual within six months of hire.
- Observe one of each WIC breastfeeding class.
- Attend a 1- to 5-day breastfeeding training within 12 months of hire or document prior attendance at such training in personnel file.
- Participate in and conduct ongoing breastfeeding staff training.
- Attend training seminars as funding permits and state-sponsored training as required by the State agency.

ADVANCED TRAINING

- Staff will participate in advanced training opportunities as they are available and funding allows.

REFERENCE

7 CFR 246.11(c)(7)(iii)

CIVIL RIGHTS TRAINING

POLICY

Local agencies are required to conduct annual civil rights training for WIC staff unless it is provided by the State agency.

TRAINING TOPICS

- This training must include, but is not limited to, the following topics:
- Collection and recording of the Race data field on the Participant Info screen in WISPr.
- Discrimination complaint procedures.
- Reasonable accommodation, including equal access to program services for the disabled.
- How to provide language assistance services to Limited English Proficiency participants.

DOCUMENTATION

An outline and attendance records for the training should be maintained to document the training occurred.

REFERENCE

7 CFR 246.8 Nondiscrimination (01/01/03)
FNS Instruction 113-2, Rev. 1 (06/29/83)
State policy

CUSTOMER SERVICE TRAINING

MINIMUM REQUIREMENTS

Include positive customer service as a component of training for all new employees. At a minimum, conduct an annual in-service on quality customer service. Have staff brainstorm ways to improve WIC services on topics such as:

- Nonverbal communication
- Working with difficult participants
- Teamwork
- Preserving participant confidentiality
- Stress management

REFERENCE

State policy