



NE WIC Training Center

Coach job duties & qualifications

<p>Qualifications</p>	<p>CPA coach requirements:</p> <ul style="list-style-type: none"> - Must meet professional requirements of a CPA as identified in the WIC Procedure Manual. RD or RN preferred. - Must have experience working as a CPA and feel confident in that role - Passionate about educating other staff across the State to learn to provide WIC services and about providing nutrition education for clients - Experience teaching others and using technology such as Zoom and PowerPoint preferred <p>Clerk coach requirements:</p> <ul style="list-style-type: none"> - Must have experience working as a WIC Clerk and feel confident in the role of assessing ID, residency, income and providing referrals etc. - Passionate about educating other staff across the State to provide WIC services - Experience teaching others and using technology such as Zoom and PowerPoint preferred
<p>Scheduling & Availability</p>	<ul style="list-style-type: none"> - Coaches are responsible for reviewing the proposed training session offerings and indicating their availability to work. - Coaches should be available to coach a minimum of 2-4 training center days a month if needed (zoom or in-person portion of the training); if this is not possible, notify the State Training Coordinator - Coaches living farther away from Lincoln would generally coach the remote (Zoom) portion of the training (Day 1 - 2) - Coaches living in or near Lincoln would ideally be able to provide the remote and/or in-person portion of the training - Coaches need to communicate regularly with State Training Center Coordinator and other members of the training team i.e. coaching schedules, trainee schedules - If scheduled to coach and would like to change their schedule, communicate with the team and see if any coaches are available to switch days or substitute
<p>Coach Preparation & Training</p>	<ul style="list-style-type: none"> - New coach will attend orientation training to go through the curriculum; and will shadow existing coaches to help prepare them for coaching - Coaches need to keep current with changing policies and procedures - Coaches need to keep computers and resources used for training in working order (Zoom, microphone, camera, access to the business partner site, access to public website, access to Journey and Journey Train etc) - Coaches are expected to come prepared and ready to coach on their assigned days - Zoom Training – coaches will learn to use zoom for the remote part of the training including playing videos, sharing the remote, and role playing in Journey Train - In-Person Training – coaches will learn how to log on to the computers at the host training sites and use training equipment provided at those sites i.e. projectors, printers, copy machines etc.

Training New Staff over Zoom or in-person	<ul style="list-style-type: none"> - Working with other members of the team, our CPA coaches provide training to new staff using the training process and materials outlined by the State Agency - Training is currently provided using a hybrid training process with the first part of the training done remotely over zoom and the last part of the training being done in person - Coaches working on remote training days (generally day 1 & day 2 of training) are responsible for setting up their own Zoom meeting links and sending invites - Coaches working on the last two days of training will travel to one of our host training sites in Lincoln to provide hands on experience for new trainees to work with clients. Coaches guide and mentor new staff through WIC appointments.
Communications & Documentation	<ul style="list-style-type: none"> - Zoom coaches on day 1 & 2 communicate with other coaches how their training day went and where they left off - During in-person training, coaches work closely with our host training sites and communicate which clients they would like to work with on in their schedule - Day 3 & day 4 coaches communicate with the trainee's WIC Director to schedule a debrief meeting. Coaches use this time to verbally summarize how the training is going, highlight some of the things they worked on, identify if there are areas they won't have time to train on, and identify any additional training needs or support at the home agency level - Coaches each complete a portion of the end of training report on the WIC BP site - Day 4 training coach follows up with trainee after the training is over to answer any additional questions and finalizes the end of training report
Coach Meetings & Workdays	<ul style="list-style-type: none"> - Coaches attend coach meetings (generally scheduled every other month) - Coaches help to keep the training curriculum current by identifying and communicating updates needed to the curriculum - Coaches may also be asked to help to update, revise, develop or provide feedback on job aids - Coaches must keep their accounts current on the WIC Business Partner Site so they can access training materials - Coaches help Identify additional training needs or areas of inconsistency that we need to address as a training team
Other opportunities for coaches	<ul style="list-style-type: none"> - Coaches may assist with other trainings outside of training new staff - They may be occasionally asked to help present at all staff webinars, state-wide trainings, conferences, or WIC Director meetings etc. - Coaches may assist with UAT (User Acceptance Testing) when new versions of Journey are being tested if they have time available - Coaches are a great resource for your own clinic - Depending on your agency, you may experience an increase in pay for increased responsibilities with coaching