

Part 1 Overview of training supervisor's role

So, you are the new training supervisor!

Welcome to the Training Supervisors Guide! Because you are reading this, we are going to assume that you are either the training supervisor at your site or you are the WIC coordinator. This guide will take you through the roles and responsibilities of a training supervisor in the WIC program.

What does a training supervisor do?

Every local WIC agency must have a designated training supervisor. As the local WIC agency training supervisor, you are the person responsible for making sure the WIC staff in your agency are well trained, trained in a timely manner, and are trained in compliance with state policy. If you are not the WIC coordinator or staff supervisor, you will work closely with the coordinator or the staff supervisor to fulfill the duties and responsibilities of training supervisor.



Role of the WIC training supervisor:

- Oversees and documents training and staff development within the WIC program;
- Works with the state WIC program to implement training initiatives;
- Coordinates completion of the appropriate Oregon WIC training modules and online courses by WIC staff in the time frame set out in policy;
- Coordinates continuing education for WIC staff, including quarterly in-services;
- Assesses, plans, implements and evaluates strategies to meet training and staff development needs within the WIC program; and,
- Assures effective, appropriate and accurate information and services are provided to WIC participants by trained WIC staff, by conducting regular onsite staff observations.

The “Training Supervisor” title is to indicate oversight or supervision of training. You do not need to be in a supervisory or management position to be the training supervisor.

See [Policy 440 – Staff Training Requirements](#) for the details about being a training supervisor.

Qualifications to be a training supervisor:

The WIC program employs a combination of health professionals and paraprofessionals to provide WIC services. As a public health program, it is important that a health professional oversee staff training. As a nutrition program, it is recommended that training oversight involve a registered dietitian nutritionist.

To qualify to be a training supervisor:

- You must be a health professional;
 - A health professional is a person with a bachelor's or master's degree in a health profession, such as nutrition, nursing or health education. This includes physicians, physician assistants, registered nurses, dietitians, public health educators and, lactation consultants that have passed a board certification and are IBCLCs.
 - A registered dietitian is recommended
- You must be a Competent Professional Authority (CPA) as defined by [Policy 660](#).

Training to be a training supervisor

This Training Supervisors Guide will provide you with much of the information you need to fulfill this role. You will also talk to your WIC coordinator about orienting you to the specifics of how the training supervisor's role works in your agency. For example, a local WIC agency may assign more than one person to share this role.

Considerations:

- If you are not a CPA, you are required to complete all training modules and online courses to become a CPA within the first 6 months of assuming this position.
- You must complete training modules and online courses successfully before training other staff on that module. Training supervisors may not test out of modules that staff are required to complete.
- If there is no coordinator available to help you complete CPA training, contact your state nutrition consultant or the state module coordinator.

If your local WIC coordinator is unavailable or brand new, the state WIC training coordinator can provide training and support for new training supervisors.

[Click here](#) to find a state WIC staff person to help you.

The roles and responsibilities of a training supervisor

Resource for staff

- Provide appropriate, current and accurate information to staff.
- Answer questions about WIC policy, operations, nutrition, counseling, and referrals.
- Advocate for staff training when needed.

Keep up with changes

- Review information from the state and give input as needed.
- Stay up to date on changes to policy, the data system, and nutrition information.
- Make plans for how to train staff on changes.

Train new staff

- Coordinate completion of training modules and online courses.
- Arrange for mentoring and time to observe.
- Document successful training completion.

Staff development

- Coordinate agency training activities and ensure all training materials are appropriate and accurate.
- Coordinate completion of quarterly in-services and annual civil rights training.
- Assess staff training needs (e.g. conduct observations).

Work with state staff

- Act as key training contact for the state WIC program.
- Participate in quarterly Training Supervisor Forum conference calls.
- Distribute training materials from the state (e.g. WIC Link newsletter, data system updates).

Networking in your community

- Coordinate training with other programs in your agency or in your community.
- Work with other health professionals to identify training opportunities.

Annual Nutrition Services Plan

- Once each year, submit a plan for quarterly in-services.
- Provide training that helps staff meet the goals and objectives of the plan.

Competency-based training

There is a difference between having knowledge about a topic and using that knowledge to take action. We can say that someone is “competent” if they are able to demonstrate that they can take appropriate action. In WIC, we want to provide training that allows staff to demonstrate the skills, actions, or behaviors needed to do their job. We call that competency-based training.

Example: Someone can pass the written driving test without every having been behind the wheel of a car. Passing that test wouldn’t demonstrate that they can actually drive. You know they are a competent driver after you have observed them drive correctly.

To measure and set guidelines that help us understand when staff are competent we have a competency model. There is a list of competencies or a competency model defined for every WIC staff position. Competencies are broad, program-related statements describing tasks or skills to be mastered. They are stated as behaviors that can be observed. You can find the competencies for each position [here](#). Once trained, staff should be able to demonstrate the skills and actions required for the job they perform in WIC.

As training supervisor, you will use the competencies as your training target or desired outcome when you plan training. You will also observe staff to assess competence.

Learning activity

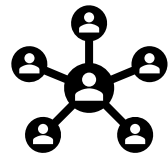
Take a look at the [Competency Model for Oregon WIC Clerical Staff](#).



- What are the core competency areas for WIC clerks?
- What are the competencies in the program integrity area?
- How would a new clerk get trained in those competencies?
- What would you expect to observe that would demonstrate the clerk is competent in protecting a participant’s confidentiality?

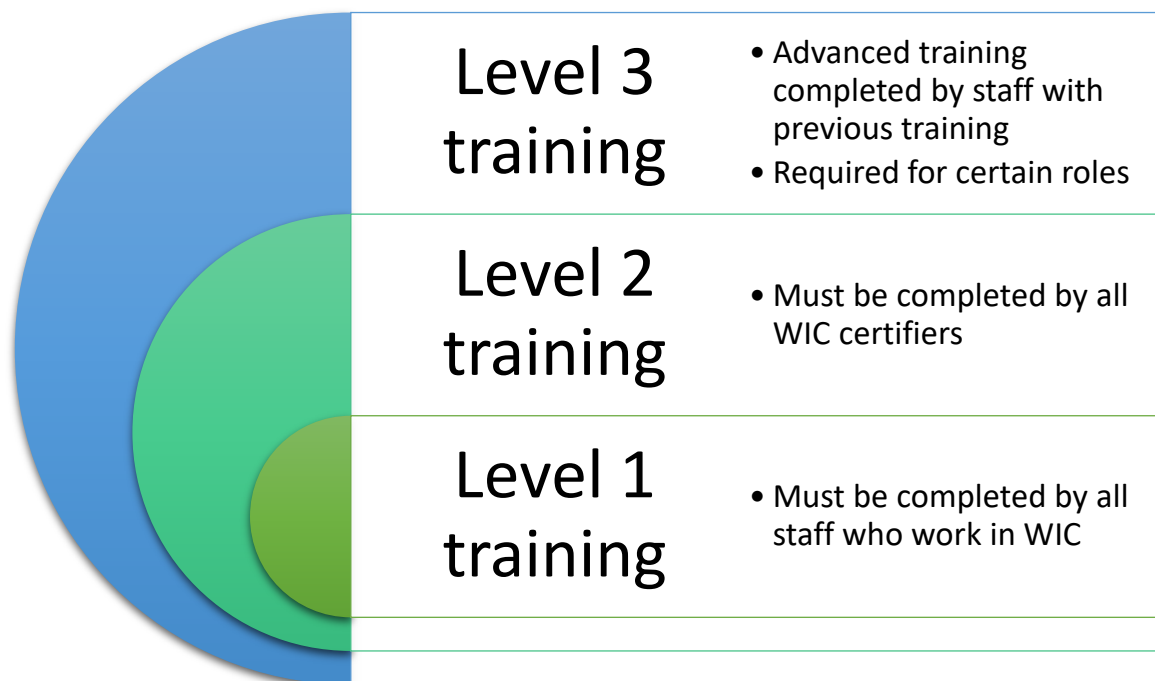
Paraprofessional WIC staff

When you look at the competencies, you can see that there is a lot you need to learn when you work in WIC. Many WIC programs use paraprofessional certifiers. A paraprofessional certifier is not a health professional, but they complete WIC specific training and are overseen by a health professional. That is why training supervisors must be a health professional. You will support certifiers as they work with participants and help them stay within their scope of practice.



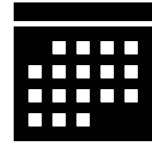
Training levels

Specific training is required for every WIC staff person. What training must be completed depends on their role in WIC. To make it easier to remember, required training has been identified by levels.



A year in the life of a WIC training supervisor

You will do a lot of different things as a training supervisor. The training needs for your agency will vary each year. For example, there will be years when you do not need to train any new staff. Other years there will be multiple changes to the WIC program that require lots of training for existing staff.



Learning activity

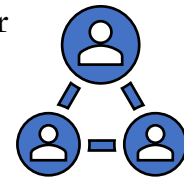
To see what an average year in WIC looks like, take a look at the [WIC Calendar of Events](#).



- What months are the Training Supervisors Forum conference calls scheduled?
- When does the Nutrition Services Plan (NSP) for next year begin?
- What due dates for completing training are listed?
- When can you expect the next set of state policies to be released?

You don't have to do it all

As the training supervisor, you may delegate specific training supervisor duties or responsibilities to other staff, as long they have the needed background and skills and you oversee them.



Examples of duties that can be delegated:

- Administrative activities related to training, such as tracking attendance and entering information in the data system can be delegated to a non-health professional.
- Training related to policy and program operations, such as policy related in-services, can be delegated to a staff supervisor or WIC program coordinator even if they are not a health professional.
- Staff observations and any nutrition or health related training activity, such as nutrition or food package in-services or Level 2 module completion oversight, may only be delegated to a health professional.

Training supervisor roles compared to other WIC leadership roles

Every WIC program is required to have staff fill 4 leadership roles. Each role has different qualification requirements. The same person may fill multiple roles and the responsibilities overlap. The roles are defined separately for those agencies that have different people serving the different roles.

Coordinator	Training Supervisor	Nutritionist	Breastfeeding Coordinator
<ul style="list-style-type: none">• Overall program responsibility• Role specific training provided by state staff	<ul style="list-style-type: none">• Responsible for training and staff development• Must be a health professional	<ul style="list-style-type: none">• Oversees high risk services• Must be a nutrition professional	<ul style="list-style-type: none">• Oversees breastfeeding promotion, education, and support• Must complete Level 3 breastfeeding training

Agencies that have a breastfeeding peer counseling program must also have a breastfeeding peer counseling coordinator who is an International Board Certified Lactation Consultant (IBCLC).

What you need to do

1. Review the [WIC Calendar of Events](#) and add the quarterly Training Supervisors Forum conference calls to your calendar. They are scheduled for 8:30 a.m. to 9:30 a.m.
2. Ask your WIC Coordinator about reviewing your agency's current Nutrition Services Plan.
3. Complete the rest of this guide! Sections cover the primary tasks.
 - Part 2 How to be a great trainer
 - Part 3 Resources for training supervisors
 - Part 4 New staff training
 - Part 5 Completion of training modules and online courses
 - Part 6 Staff development and quarterly in-services
 - Part 7 Observations, coaching, mentoring



- Part 8 Training assessment

References

[Policy 435 – Staffing Requirements](#)

[Policy 440 – Staff Training Requirements](#)

