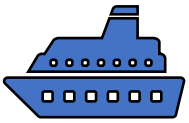
Part 4 New staff training

Onboarding a new WIC staff person



When a new staff person starts at WIC they need someone who coordinates "onboarding." Onboarding is the process of integrating a new employee into the organization and its culture. The onboarding process is usually done by their direct supervisor with the help of other staff. Onboarding is followed by the training they need to do their specific job. In WIC, training is overseen by the WIC training supervisor.

This can be confusing because sometimes their supervisor is not the WIC coordinator or training supervisor. And sometimes the WIC coordinator and training supervisor are 2 different people. Before the staff person starts, decide what the training supervisor will do versus what the WIC coordinator will do.

Common onboarding tasks completed by the WIC coordinator or staff supervisor:

- Complete hiring paperwork;
- Orient to your agency (e.g. tours, intros);
- Set up an email address, phone, computer, internet access, etc; and,
- Contact the state WIC office to get WIC data system access, login, and password.

Common onboarding tasks completed by the training supervisor:

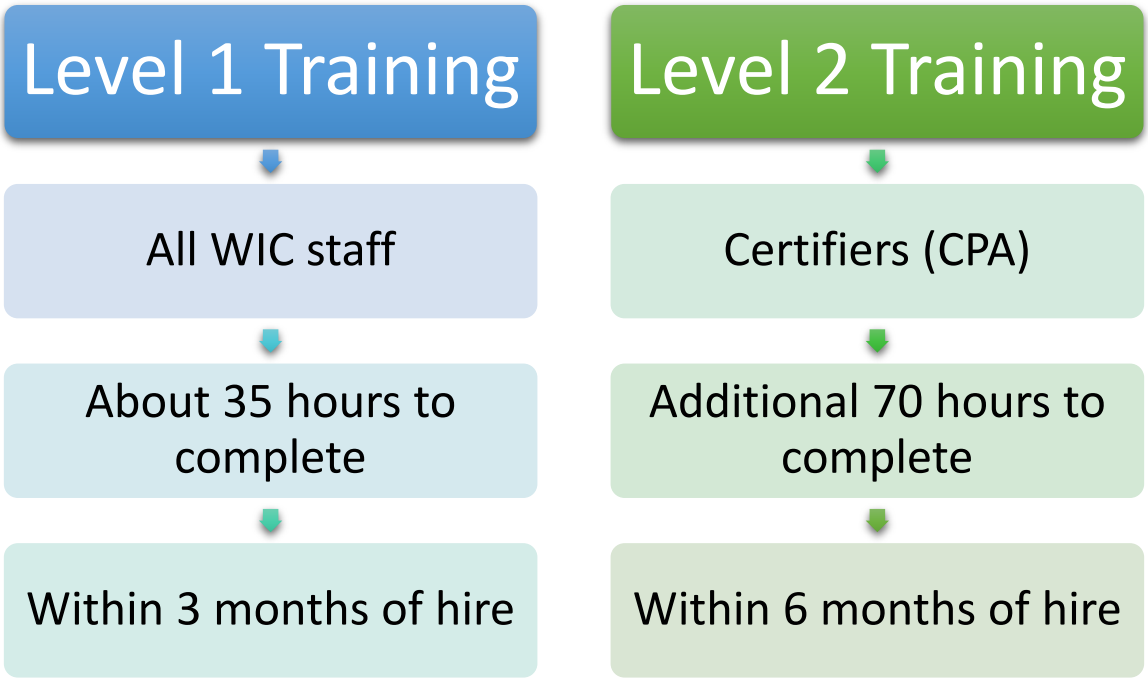
- Answer questions and show where things are;
- Show how to use their computer to access online training;
- Make sure they have the materials they need;
- Schedule time to complete training and observe other WIC staff; and,
- Track what needs to be done.

Learning activity

Review the WIC Onboarding Checklist and decide who will be responsible for each task listed.

Helping new staff complete required training

In addition to any training required by your agency, all new WIC staff are required to complete WIC specific training – regardless of whether they work part-time, on contract, or are shared with another program. You will work with the trainee's supervisor to develop a training plan that makes sure they complete all of the required training within the required time frame.



Types of training activities to be completed

The training a new WIC staff person must complete depends on their assigned duties. Policy 440 Staff Training Requirements itemizes training requirements to complete by role. There are several different types of training activities.

Current links to all paper and online modules are on the WIC staff training modules and online courses webpage.

Type	How to complete
Paper Modules	Paper modules can be read from the WIC website or be completed on paper. • New staff may have preferences about whether it is easiest for them to read a hard copy or read them on the computer. • Access paper modules electronically from the Training modules and online courses webpage; or, • A training supervisor can order paper copies from the Oregon WIC Publications Shopify store.
Online Courses	Online courses will be completed on the Workday Learning Oregon website. • Instructions for using Workday Learning Oregon are on the top of the Training modules and online courses webpage.
Posttests	All posttests are online in Workday Learning, even for paper modules.

Type	How to complete

Certifiers Guide	The ***Certifiers Guide*** literally guides new certifiers through completion of all the lessons, paper modules, online courses and posttests they need to complete.
	• We recommend that new certifiers start at the beginning of the guide and complete training activities in the order they are offered in the guide.
	• The guide is divided into chapters.
	  ○ Each chapter will include multiple activities to be completed.
	  ○ Each activity has a lesson in the guide.
	  ○ Each lesson is numbered. For example, the first lesson is 1-1. All lessons in Chapter 1 are numbered 1-1, 1-2, etc.

Other	Other types of training may include face-to-face training offered at the state WIC office in Portland, or reviewing other types training materials.

Select a training checklist to follow

Use the appropriate training checklist to help you make a plan for the staff person to complete all of the required modules and online courses.

Level 1 Training Checklist job aid

- Use this checklist to plan training for any staff person who is not a certifier.
- This checklist lists the modules and online courses to be completed for different roles.
- The sample below shows what the checklist includes:
  - The name of the training activity;
  - The timeframe within which the training must be completed;
  - The type of training;
  - The estimated time to complete the module or course;
  - A place to schedule when it should be completed; and,
  - A place to note the date it was done.

Training·Activity¤	Within¤	Type¤	Est.· Hrs.¤	Date· Scheduled¤	Date· completed¤
All·WIC·Staff¤					
Civil·Rights·Training¤	1·wk¤	Other¤	1¤	¤	¤
Introduction·to·WIC¤	1·wk¤	Paper¤	2-5¤	¤	¤
Breastfeeding·Level·1¤	1·mo¤	Online¤	1.5¤	¤	¤

Level 2 Checklist **from the Certifiers Guide**

- Use this checklist for training all certifiers, including nutritionists.
- The Level 2 Checklist gives a list of all the chapters and lessons in the Certifiers Guide that need to be completed.
- This checklist includes the guides and completion forms in the Certifiers Guide that certifiers use when they complete all the modules and online courses.
- The sample below shows the columns of the checklist:
  - The order we suggest completing each training activity;
  - The name of the training and any job aids or completion forms that go with it;
  - The type of training (module, online, or guide);
  - The estimated time to complete the training activity;
  - A place to schedule when it should be completed; and,
  - A place to note the date the activity was done.

#	Training Activity	Type	Est. Hrs.	Date Scheduled	Date completed
Chapter 1 – Getting Started					
1-1	Getting Started • Job Aid: Training Checklist	Guide	.5		
1-2	Civil Rights Training • Completion Form	Other	1		
1-3	Introduction to WIC • Completion Form	Paper	2-5		

Learning activity

Review the Level 2 Checklist from the Certifiers Guide.

Note what training activities have you completed and which you still need to do. How long will it take you to finish the next item on the list?

What influences a training plan?

In order to make a training plan for a new staff person, you need to know what expertise, experience, and education they bring to their role. The new person's hiring manager may have some of this information, but you will want to explore it more before deciding on the best training plan.

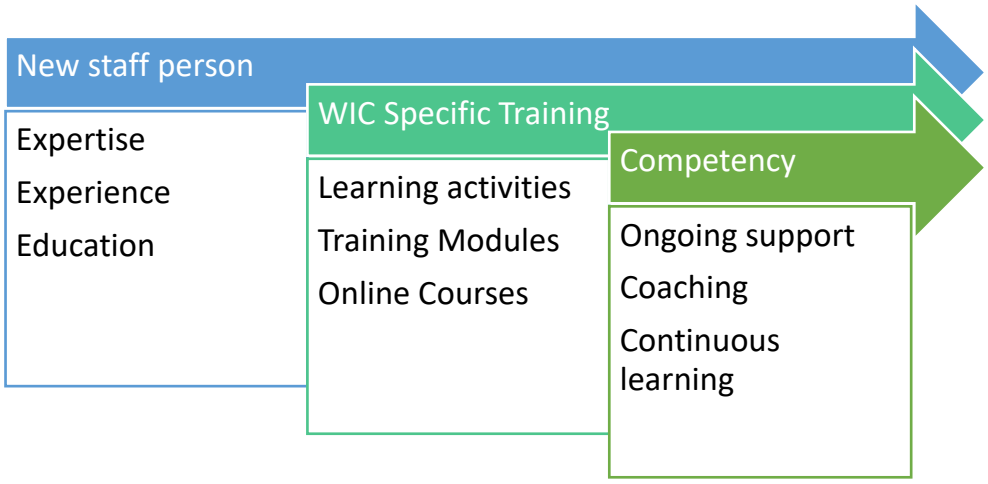
Considerations:

- What kinds of jobs have they had before? Have they worked in WIC?
- What personal or lived experience have they had relating to WIC?
- What level of education have they completed? What was their field of study?
- What credentials do they have (e.g. RD, IBCLC)?
- What computer skills do they have?
- What kind of training or support do they prefer as they learn something new?
- How comfortable are they reading English?

When you are working with folks who are new to WIC it's good to keep in mind that there is a lot of new information. Modules may need to be revisited more than once for reference information.
The training plan will also depend on what role they will have in WIC, what other functions they will fill in your organization, and what other WIC staff are available to help train them.

Considerations:

- What job are they being trained for (e.g. certifier, clerical, lab, nutritionist, peer counselor)?
- What percentage of time will they be in WIC (e.g. full time, part-time, shared between WIC and another program)?
- Besides you, who else can help them and answer questions?
- Is there another person in a similar role that they can observe?
- What will be most helpful for them to be able to do first?



Making a training plan

There are a number of things that can influence the way you schedule new staff to complete training.

Considerations:

- Will you send new staff to the state office in Portland for face-to-face training or not?
    - State staff facilitate data system training and Breastfeeding Level 2 at the state office. Some agencies choose to use the data system training manual and train staff themselves. The Breastfeeding Level 2 training is an alternative to using the training module. Learn more here.
    - This can be more efficient but does require travel to Portland.
    - The state WIC program will reimburse your local agency for travel, lodging and meals at the state rate for staff to attend these trainings. See Policy 340 Local Agency Travel Reimbursement for more information.
- What do you need the staff person to learn first?
    - Staff must complete certain training before they can do specific tasks. For example, a certifier must complete all the modules and courses related to pregnant women before they can certify a pregnant woman, but they can start to help with measurements and blood work as soon as they have completed the Anthropometrics and Hematology module.
    - Training supervisors can change the order that training is completed so the new person learns the most needed tasks first.
- How much support can you or other WIC staff provide?
    - New staff must observe others, get their questions answered, and have materials provided in order to complete training. This takes staff time.

    - You will need to decide who will help and how much time they have to devote to mentoring a new staff person.
- How short-staffed is your agency?
    - Some agencies need staff to be able to start helping out quickly. New staff may need to complete modules and courses very quickly so they can help.
    - You will need to balance training speed with how quickly a new staff person can learn a new skill. This varies a lot by person.

Example of a certifier training plan

The Sample CPA Training plan shows how a new full-time certifier could get trained in 9 weeks. This example is based on training plans used by other local WIC programs in Oregon. This training plan shows how a new certifier could start by observing others, begin completing modules and courses within days of hire, and contribute to clinic operations during the training period.

Learning activity

Talk with other staff in your agency about what they would change in the Sample CPA Training Plan.

What you need to do

Use the New Staff Training Checklist to develop your first training plan.