



POSITION DESCRIPTION

POSITION TITLE: Supervisor – Nutrition & Food Services **DEPARTMENT:** Nutrition & Food Services

CLASSIFICATION: FoodServices Supervisor **APPROVED BY:** Regional Lead – Human Resources

UNION: CUPE Facility Support **DATE APPROVED:** April 6, 2018

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Lead – Nutrition & Food Services or Designate

POSITIONS SUPERVISED: Cook II, Cook I, Dietary Aide, Dietary Clerk

POSITION PURPOSE

Under the direction of the Lead – Nutrition & Food Services or Designate, the Supervisor – Nutrition & Food Services manages and coordinates the day to day operations of Nutrition & Food Services, with emphasis placed in the production and service of quality food, food safety and sanitation. The Supervisor – Nutrition & Food Services gathers data, monitors food service efficiencies and follows established standards according to related regional policies and procedures and any government regulations and legislation.

The incumbent assumes responsibility for establishing and maintaining high standards of service in the management of fiscal, human and material resources for the service.

The incumbent exercises the appropriate level of initiative and independent judgment in determining work priorities, work methods to be employed and action to be taken on unusual matters. The position functions in a manner that is consistent with the mission, vision and values; and the policies of Southern Health-Santé Sud.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

Duties and functions include but are not limited to the following:

- Provides input to the Lead – Nutrition & Food Services regarding Nutrition & Food Services operational issues, policies, procedures and guidelines.
- Orientates and trains Nutrition & Food Services employees in collaboration with the Lead – Nutrition & Food Services.

- Provides input to the Lead – Nutrition & Food Services for employee performance appraisals.
- Schedules, replaces and manages vacant shifts for Nutrition & Food Services employees, and coordinates their duties to ensure economical, efficient, and consistent food preparation in accordance with the applicable collective agreement.
- Oversees and participates in the provision of Nutrition & Food Services for the patients, residents and staff.
- Ensures employees adhere to all sanitation and safety regulations governing the purchasing, receiving, storing, handling, preparing, and serving food in accordance with the Nutrition & Food Handling Establishments Regulation, under the Public Health Act.
- Collaborates with the Registered Dietitian regarding therapeutic and texture modified diets.
- Standardizes recipes and provides guidance to staff in recipe use and portion control.
- Checks equipment on a regular basis and notifies the Maintenance Department as appropriate.
- Purchases food and supplies from approved vendors in accordance with the regional agreements/contracts while giving consideration to fiscal requirements, product quality and vendor services.
- Inspects and ensures food, supplies, and stock is rotated according to FIFO (first in first out).
- Takes physical inventory to determine quantity of food and supplies to be purchased.
- Receives and checks daily deliveries as necessary.
- Assists with receiving, organizing, storing of food/supplies to appropriate storage areas as necessary.
- Maintains records and assists with fiscal management of the department, including completion of financial records as required.
- Coordinates all catering events and oversees the food preparation, set up and delivery.
- Coordinates, implements and analyzes CQI activities, including food service audits, testing food, inspecting trays/meals to ensure safety/sanitation standards are met, in accordance with Regional Nutrition & Food Services Audit Program, regional policies and procedures, and MB LTC Standards as appropriate.
- Assumes responsibility for vending operations, where applicable.
- Communicates or attends meetings to fulfill the function of Nutrition & Food Services, as necessary.
- Coordinates Meals-on-Wheels programs and Adult Day Care, and other community programs, where applicable.
- Recognize, respond and report critical incidents, occurrences, near misses, and recall alerts.
- Accepts and reports customer, client, staffing concerns to the Lead – Nutrition & Food Services.
- Maintains, administers, and provides guidance to users of Electronic Menu Management Program where applicable.
- Assists with delivery of food services to patients, residents, staff and visitors as necessary.
- Assists the clerk, cook and dietary aide with duties to ensure efficient operations of Nutrition & Food Services, as necessary.
- Reviews census and diet statistics as needed.
- Contributes to making the organization safe for patients, residents, clients and staff, and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Pursuant to the Regional Health Authority Act, Southern Health-Santé Sud is designated bilingual (English/French). Accordingly, all employees accept responsibility to support clients in their official language of choice.
- Performs other duties as assigned.

RESPONSIBILITIES AND ACCOUNTABILITIES ARE ASSIGNED IN BROAD ORGANIZATIONAL OBJECTIVES. THE POSITION IS SUBJECT TO REVIEW OF GENERAL EFFECTIVENESS AND ATTAINMENT OF OBJECTIVES THROUGH PERFORMANCE MEASUREMENTS.

PERFORMANCE MEASUREMENTS

1. Nutrition & Food Services Audits are completed.
2. Schedule is completed.
3. Food and supplies are ordered within budget.
4. Catering is coordinated.
5. Customer, client, staffing concerns are managed.
6. Oversees operations to ensure daily routines are complete.
7. Provides assistance to the clerks, cooks and dietary aides to maintain efficiencies when needed.
8. Balances the cash register/box.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Grade XII education or equivalent.
- Certificate in Nutrition & Food Service Management from an accredited program, such as the Canadian Healthcare Association, or equivalent.
- Other combination of education and experience may be considered.
- Current Food Handler Training Certificate Level 1 or equivalent Food Sanitation course or be willing to acquire a Food Handler Training Certificate 1 in the first six (6) months of employment.

KNOWLEDGE REQUIRED:

- Knowledge and understanding of therapeutic and modified texture diets.
- Knowledge of computerized scheduling/payroll program.
- Knowledge of commercial cooking.
- Proficiency in Microsoft Office Applications, Outlook/Email and online training.

For position located in Sites that use an Electronic Menu Management System, please include the following qualification.

- Proficiency of Electronic Menu Management Information System (EMMIS).

EXPERIENCE REQUIRED:

- Minimum two (2) years relevant experience, preferably in health care or institutional food services setting.
- Minimum one (1) year previous supervisory experience.

SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT:

- Demonstrated ability to follow verbal and written directions.

- Demonstrated ability to use, care, operate and maintain the equipment necessary for food preparation.
- Demonstrated ability to handle chemicals and cleaning supplies as per defined procedures
- Demonstrated competency to do cash management.
- Demonstrated ability to lift items up to 1-5 kg (2.2-11 lbs) constantly, 6-11kg (13.2 – 24 lbs) occasionally and 23 kg (50 lbs) seldomly.
- Demonstrated flexibility in approach to daily assigned tasks.
- Demonstrated ability to problem solve within the responsibilities of the position.
- Demonstrated ability to work independently as well as with others.
- Demonstrated ability to establish and maintain positive working relationships with others.
- Demonstrated ability to communicate effectively with staff, health care professionals and co-workers, etc.
- Demonstrated ability and knowledge of internal structure, programs, services, and external partnerships and understands how their position fits with Southern Health- Santé Sud.
- Demonstrated ability to understand and adhere to the organizations values and standards of ethical behavior.
- Given the cultural diversity of our region, the ability to respect and promote a cultural diverse population is required.
- Proficiency of both official languages is essential for target and designated bilingual positions.
- Demonstrated ability to respect confidentiality including paper, electronic formats and other mediums.
- Demonstrated ability to meet the physical and mental demands of the job.
- Good work and attendance record.
- Completes and maintains a satisfactory Criminal Record Check, Vulnerable Sector Search, Adult Abuse Registry Check and Child Abuse Registry Check, as appropriate.
- All Health Care workers are required to be immunized as a condition of employment in accordance with Southern Health-Santé Sud policy.
- Requires a valid Class 5 driver's license, an all purpose insured vehicle and liability insurance of at least \$1,000,000.00.

WORK CONDITIONS:

- No hazardous or significantly unpleasant conditions.
- May work occasionally evenings and weekends as necessary.
- Will be required to travel to other regional facilities as the position duties may require.

SALARY SCALE:

As per CUPE Facility Support Collective Agreement Salary Scale.

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal

standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.