



DO NOT USE - UNION JOB DESCRIPTION

JD1565

JOB TITLE:	Food Services Supervisor/Technician	JOB DESCRIPTION NO.:	40649/F.VI.20301.001
CLASSIFICATION:	Food Service Supervisor I	GRID/PAY LEVEL:	F 29
COLLECTIVE AGREEMENT:	Facilities Subsector	HSCIS NO.:	20301
UNION:	HEU; BCGEU	JOB/CLASS CODE:	SI: 40649; CNI: 20301
PROGRAM/DEPARTMENT:	General Support Services	BENCHMARKS (If Applicable):	20301
REPORTING TO:	Manager or designate		
FACILITY/SITE:	HEU: Gorge Road Hospital; The Priory Hospital; Aberdeen Hospital; Saanich Peninsula Hospital; Queen Alexandra Centre for Children's Health; Glengarry Hospital; Royal Jubilee Hospital; Victoria General Hospital; Trillium Lodge; North Island Hospital-Comox Valley Campus; Nanaimo Regional General Hospital; Yucalta Lodge; Cowichan District Hospital; Cumberland; Eagle Park; Chemainus Health Care Centre; West Coast General Hospital; Cowichan Lodge; Cairnsmore Place; BCGEU: The Summit at Quadra Village		

JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of Island Health (Vancouver Island Health Authority), patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Utilizing a variety of computerized applications, the Food Service Supervisor/Technician is responsible for implementing and adjusting individual meal plans for clients on therapeutic diets. The Food Service Supervisor/Technician meets time sensitive diet administration duties for multi-sites, ensuring nutrition and diet standards are met, and performing various related administrative duties. The Food Services Supervisor/Technician is responsible for overseeing and participating in the delivery of food services to patients, residents, customers and clients; supervising Cooks and other designated staff for a multi-site organization: maintaining supplies, ensuring safety, quality and sanitation standards are met.

Reports to manager or designate.

TYPICAL DUTIES AND RESPONSIBILITIES:

Clinical Duties

1. Receives and processes incoming diet orders. Interprets diet order by choosing or verifying the most suitable available diet type in the Diet Writing Guidelines as established by the clinical dietitian. Follows allergies, preferences, tolerances and textural needs, relative to established daily food services menu and available resources. Communicates with other units to clarify diet orders as required.
2. Evaluates meal plans to ensure established nutritional care plan objectives and established standards of nutrition, quality and quantity are met.

3. Communicates and updates the food services computer system on a timely basis changing food reports arising from discharge, transfer, and admission transactions.
4. Visits patients/residents and caregivers to obtain diet related information, to resolve concerns or issues, and to provide routine diet instruction as delegated by dietitians.

Administrative Duties

5. Supervises designated staff by coordinating work assignments, arranging vacations, maintaining staff records, evaluating employee performance, maintaining department standards and procedures, determining related training and orientation requirements, organizing and conducting staff meetings. Reports significant concerns regarding employee performance to the Manager or designate. Oversees and updates standards, duty lists and procedures as assigned.
6. Ensures effective staffing planning by monitoring the scheduling of work assignments for staff and identifying utilization issues and participating in the recruitment and selection of staff, as required. Recognizes and resolves most issues independently. Maintains timekeeping records and allocates relief staff to meet staffing requirements in conjunction with the Staffing office.
7. Ensures food handling and preparation is conducted in accordance with established practices and procedures and legislated standards, e.g. food safety plan, Hazard Analysis and Critical Control Points (HACCP) guidelines, food texturing guidelines; and ensures that food and supplies are handled, stored and maintained safely and efficiently, including maintenance of equipment operating and cleaning standards, audit documents, food rotations and leftovers to minimize risk, spoilage and waste.
8. Estimates requirements for food and related supplies. Coordinates and implements the ordering and receiving of supplies, including resolving discrepancies with suppliers. Meets with supplier representatives to discuss quality and delivery issues and/or concerns, and to review new products.
9. Arranges for the periodic maintenance and repair of equipment. Completes work orders for routine repairs and servicing, and makes recommendations for purchase/replacement or major repairs.
10. Communicates and interprets regulations and standards to staff to ensure compliance with Worksafe BC, including maintaining records of current Material Safety Data sheets and compliance with Workplace Hazardous Material Information System and all related training documentation.
11. Cooperates and collaborates with the Occupational Health & Safety Committee by performing regular workplace inspections, investigating injuries and completing related documentation. Participates in return to work, fire prevention and disaster plans as required by the employer.
12. Participates in Quality Improvement by conducting audits and satisfaction surveys, completing appropriate reports, providing feedback, identifying and following up on action plan/risk factors, and making recommendations for improvements to the menu or managing of the department to the Manager or designate.
13. Participates and contributes at various meetings as required by the employer.
14. Participates in the preparation, portioning and serving of meals, and sanitation activities, as required. Performs cashier functions, including operating the cash register and verifying cash out sheets, in accordance with established procedures.
15. Promotes good public and interdepartmental relations through effective and timely communication.
16. Coordinates catering events and bills customers.
17. Updates and adjusts guest meal, staff meal and cafeteria pricing according to market pricing and VIHA standardized pricing schedule.
18. Coordinates Meal-on-Wheels, Adult Daycare, Assisted living, and outpatient clinic production, service and billing.
19. Participates in the development of Food Services mission, philosophy, policies, objectives and standards.
20. Performs a variety of food services administrative duties, including compiling statistics, creating spreadsheets, preparing documents and reports, maintaining records and files.

21. Performs other related duties as required.

QUALIFICATIONS:

Education, Training And Experience

Graduation from a recognized two-year program in Food Service Supervision plus one (1) year's recent related experience. Certificate in Food Safe Level 2.

Skills And Abilities

- Ability to communicate effectively, both verbally and in writing.
- Physical ability to carry out the duties of the position.
- Ability to operate related equipment.
- Ability to deal with others effectively.
- Ability to supervise.
- Excellent time management skills in a fast-paced work environment.