



NON-CONTRACT ROLE DESCRIPTION

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| ROLE TITLE: | Coordinator, Food Services Operations | ROLE DESCRIPTION NO.: | 00693 |
| DEPARTMENT: | General Support Services - Food Services | HEABC REFERENCE NO.: | 18721002 |
| REPORTING TO: | Manager, Food Services | HSCIS CODE: | 03999 |
| CLASSIFICATION: | NCEM/Range 7 | JOB CODE: | 91421 |

ROLE SUMMARY

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health) 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.

Reporting to the Manager, Food Services, the Coordinator, Food Services Operations is responsible for the direction and supervision of staff in the day-to-day operations. The Coordinator participates in the planning, organizing and directing of activities of the Food Service Department. Ensures departmental policies and procedures comply with professional, legal and Island Health standards.

Travel may be a requirement of this position. Transportation arrangements must meet the operational requirements of Island Health in accordance with the service assignment and may require the use of a personal vehicle.

DUTIES AND RESPONSIBILITIES:

1. Oversees all food service staff within the department by providing leadership and direction, including staff who may have leadership/supervisory responsibility.
2. Coordinates the delivery of Food Services for Patients/Residents and Cafeteria (as applicable) at assigned sites, including implementing menus and food services for clients and ensuring adherence to department standard operating procedures, production and service capabilities, cost constraints, presentation and nutritional requirements
3. In conjunction with the Manager, coordinates the labour requirements of assigned sites, including hiring staff, training, supervising, conducting performance appraisals, and return to work initiatives.
4. Working with the Manager, coordinates continuing staff development, education and training provided, within budget guidelines, to maintain staff at a current level of knowledge and skills. Interprets and communicates regulations and standards to staff to ensure adherence to work safe practices and procedures and compliance with Work Safe BC regulations and standards, fire prevention and disaster plans as required by the employer.
5. Participates in the development, implementation and review of departmental standard operating procedures, policies and procedures to ensure that they comply with professional, legal and Island Health standards.
6. Participates in the development and coordinates annual operating budget for assigned sites and ensures expenditures are within established parameters. Participates in the development and coordinates capital budgets for assigned sites.
7. Works with the Manager to develop, implement and evaluate short- and long-range goals and objectives in conjunction with operational opportunities for improved levels of service to support identified strategic directions of the department and Island Health as a whole with a client (customer) focused approach.
8. Participates in the development, implementation and evaluation of quality improvement measures for the department and regularly prepares and submits reports on these activities..

9. Utilizes computerized applications and relevant software to produce, maintain and update a variety of records and reports; prepares and distributes correspondence documents and reports. Creates various forms, spreadsheets and documents. Sets up and maintains files and filing systems, including correspondence, anecdotal notes, personnel records, equipment and supply records.

10. Interprets and applies the various collective agreements for unionized staff. Represents the Employer in labour relations matters and determines the disposition of grievances.

11. Represents the department at various Island Health meetings with internal departments including human resources and occupational health and safety.

12. Works with external parties including food suppliers and equipment vendors to coordinate service needs.

13. Performs other duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

A level of education, training and experience equivalent to a Bachelor's degree in Food Service Administration or completion of an approved post-secondary course as a Food Service Supervisor/Manager and three (3) years' recent related experience in service management in health facilities, including operational experience with quality assurance programs and food service policy and procedures within a healthcare setting.

Completion of relevant health care administration courses and graduation from a recognized culinary training course is an asset.

Valid BC Driver's License.

Skills And Abilities

- Demonstrated leadership ability and highly developed interpersonal and written/oral communication skills
- Demonstrated commitment to client focused services and teamwork
- Ability to integrate administrative, professional and operational aspects of the department throughout the Vancouver Island Health Authority in an effective and efficient manner
- Knowledge of change management and project management principles and methodologies
- Ability to develop and nurture an environment where quality improvement principles are embraced and used on a continuous basis
- Ability to utilize related equipment such as various word processing and spreadsheet applications including all MS Office applications
- Physical ability to perform the duties of the role