



## NON-CONTRACT ROLE DESCRIPTION

JD4347

<b>ROLE TITLE:</b>	Regional Manager Food Services, Service Alignment and Innovation	<b>ROLE DESCRIPTION NO.:</b>	01663
<b>DEPARTMENT:</b>	General Support Services - Food Services	<b>HEABC REFERENCE NO.:</b>	18721292
<b>REPORTING TO:</b>	Director, Food Services	<b>HSCIS CODE:</b>	3999
<b>CLASSIFICATION:</b>	NCEM/Range 9	<b>JOB CODE:</b>	03999FC

### 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 Director, Food Services, the Regional Manager, Food Services, Service Alignment and Innovation, is responsible for leading priority portfolio initiatives, including setting strategic direction for the delivery of the business processes provided by the food service information system (CBORD) as well as Food Service operations at assigned sites. Working collaboratively with Island Health programs, consultants, Food Service Contractors and stakeholders both internal and external, the Regional Manager leads planning activities and works with teams to identify, plan and implement changes and evaluate improvement initiatives.

### DUTIES AND RESPONSIBILITIES:

1. Works with Director, Food Services, to identify strategic priorities for Food Services department, define project(s) scope and objectives including:
  - Provides a single point of contact for project(s) and is responsible for overseeing all aspects of the development and implementation of assigned projects including development of detailed work plans, schedules, project estimates, resource plans and status reports. Identifies project(s) risks and creates risk mitigation plans.
  - Manages cross-functional project teams to produce results, based on identified deliverables including timeframes and budget. Provides strategic and analytical guidance to the project team.
  - Develops and implements change management plans to support impacted staff to transition to new ways of doing business, including new processes, practices, and structures.
  - Conducts project meetings and is responsible for project tracking and analysis utilizing standard project management tools, methodologies and templates for tracking and reporting progress.
  - Identifies and promotes the expedited resolution to problems or barriers to enable successful project/change completion.
  - Ensures adherence to quality standards and reviews project deliverables.
2. Provides leadership and direction to assigned staff (who may themselves carry supervisory responsibility) and, through them, all staff at assigned sites. Ensures continuing staff development, education and training is provided, within budget guidelines, to maintain staff at a current level of knowledge and skills.
3. Develops strategic direction for the delivery of the business processes provided by the CBORD FS information system, including the planning, analysis, monitoring and evaluation of the FS Information System.

4. Supports Regional Food Service Managers by providing direction, support and expertise regarding Menu, FS information system and Island Health's Diet Offices. Plans menus and food services for clients and ensuring adherence to production and service capabilities, cost constraints, presentation and nutritional requirements as established with the clinical nutrition area
5. Develops, implements and reviews departmental standard operating procedures relating to the CBORD management tools and system use.
6. Works in collaboration with the Island Health IM/IT Department and vendor to provide system and database functionality support to end users, troubleshoot system and database issues and test system upgrades and enhancements prior to implementation
7. Consults and negotiates with user departments in order to improve service, provide professional advice, reduce costs, facilitate consensus and resolve problems
8. Ensures the Design and implements training for all Island Health staff on the CBORD modules and the CBORD-generated management reports and tools to ensure optimal user interaction with the system and develops appropriate end user training documentation
9. Maintains familiarity with industry developments and advancements and recommends course of action for their application within Island Health. Evaluates new products and services for potential application within Island Health.
10. Represents the department as required on regional and national user group conferences, corporate committees, task forces, and teams. Makes presentations on departmental initiatives as required.
11. Develops annual operating and capital budgets for the department and ensures expenditures are within established parameters.
12. Responsible for hiring staff, training, supervising as well as conducting performance appraisals, discipline and terminations within the department.
13. Interprets and applies the various collective agreements for unionized staff. Represents the Employer in labour relations matters and determines the disposition of grievances.
14. Utilizes computerized applications and relevant software to produce, maintain and update a variety of records and reports; prepares and distributes correspondence documents and reports
15. Performs other related duties as assigned.

## **QUALIFICATIONS:**

### **Education, Training And Experience**

A level of education, training and experience equivalent to a Master's degree in Food Service Administration or other related area and seven (7) years' recent related experience. Certification in a recognized Food Services Management program or eligible for membership in Canada Society of Nutrition Managers (CSNM).

A valid BC driver's license is a prerequisite for the position.

Completion of relevant health care administration courses an asset. Experience with project management an asset.

### **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 Island Health in an effective and efficient manner.
- Knowledge of project management and change management principles and methodologies Demonstrated project management success and the successful completion of one large strategic project within the last three years.
- Proven ability to write, analyse and edit project plans/charters, proposals, risk management plans, communication plans, progress reports, Service Level Agreements, MOU's for accuracy and consistency

- Ability to develop and nurture an environment where quality improvement principles are embraced and used on a continuous basis.
- Physical ability to perform the duties of the role.