



## UNION JOB DESCRIPTION

**JD5360**

<b>JOB TITLE:</b>	Food Services Supervisor - Operations	<b>JOB DESCRIPTION NO.:</b>	5360
<b>CLASSIFICATION:</b>	Food Service Supervisor I	<b>GRID/PAY LEVEL:</b>	F 29
<b>COLLECTIVE AGREEMENT:</b>	Facilities Subsector	<b>HSCIS NO.:</b>	20301
<b>UNION:</b>	HEU; BCGEU	<b>JOB/CLASS CODE:</b>	40741
<b>PROGRAM/DEPARTMENT:</b>	General Support Services	<b>BENCHMARKS (If Applicable):</b>	20301
<b>REPORTING TO:</b>	Manager or designate		
<b>FACILITY/SITE:</b>	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; Campbell River and District); Nanaimo Regional General Hospital; Yucalta Lodge; Cowichan District Hospital; Cumerland Health Centre; Eagle Park; Chemainus Health Care Centre; West Coast General Hospital; Cowichan Lodge; Cairnsmore Place; Cormorant Island Community Health Centre; Port Hardy Hospital; Port McNeill Hospital; BCGEU: The Summit at Quadra Village		

### JOB 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 or designate, the Food Services Supervisor - Operations utilizes a variety of computerized applications, and is responsible for overseeing and participating in the delivery of food services to patients, residents, customers and clients. The Food Services Supervisor - Operations is responsible for supervising Cooks and other designated staff for a multi-site organization: maintaining supplies, ensuring safety, quality and sanitation standards are met.

### TYPICAL DUTIES AND RESPONSIBILITIES:

1. Supervises designated staff and ensures effective staff planning by monitoring the scheduling of work assignments and identifying utilization issues, arranging vacations, maintaining staff records, allocating relief staff in conjunction with the Staffing office, giving input into employee performance, maintaining department standards and procedures, participating in the recruitment, selection and onboarding of staff, determining related training and orientation requirements, organizing and conducting staff meetings. Recognizes and resolves most issues independently. Reports significant concerns regarding employee performance to the Manager or designate. Oversees and updates standards, duty lists and procedures as assigned.
2. Oversees and evaluates food handling & preparation, portioning and/or serving of meals to ensure conducted in accordance with established practices and procedures and legislated standards; performs cooking and/or Food Service Worker duties, as required.

3. 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.
4. 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.
5. 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.
6. Cooperates and collaborates with the Occupational Health & Safety Committee by initiating and participating in workplace inspections, the investigation of injuries and completing related documentation. Participates in return to work, fire prevention and disaster plans as required by the employer.
7. Participates in quality improvement by conducting audits, 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.
8. Participates and contributes at various meetings as required by the employer.
9. Promotes good public and interdepartmental relations through effective and timely communication.
10. Updates and adjusts guest meal, staff meal and cafeteria pricing according to market pricing and Island Health standardized pricing schedule. Assesses and sorts meal tickets and other related documentation provided by Diet Office and/or menu team to ensure accuracy, quality and completeness. Communicates with Diet Office and/or menu team to obtain information and/or correct errors.
11. Coordinates Meal-on-Wheels, Adult Daycare, Assisted Living, and outpatient clinic production and service.
12. Participates in the development of Food Services mission, philosophy, policies, objectives and standards.
13. Performs a variety of food services administrative duties, including compiling statistics, creating spreadsheets, preparing documents and reports, maintaining records and files.
14. Oversees distribution of food to other designated sites within the region, according to established routines and schedules.
15. 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 1.

### **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.