



UNION JOB DESCRIPTION

JD6028

JOB TITLE:	Food Service Diet Clerk	JOB DESCRIPTION NO.:	6028
CLASSIFICATION:	Clerk IV (Statistics); Clerk II, Food Services	GRID/PAY LEVEL:	F 16
COLLECTIVE AGREEMENT:	Facilities Subsector	HSCIS NO.:	10208; 10302
UNION:	HEU	JOB/CLASS CODE:	40778
PROGRAM/DEPARTMENT:	General Support Services	BENCHMARKS (If Applicable):	10208; 10302
REPORTING TO:	Manager or designate		
FACILITY/SITE:	Royal Jubilee Hospital		

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.

Performs clerical duties related to the maintenance of patient dietary records in a centralized regional diet office operations environment. Responsible for generating and inputting statistical reports for a variety of areas including checking, analyzing and compiling information. Additionally responsible for monitoring automated printing software program to generate meal tickets, nourishment labels, and production tallies for patient menus. Responds to interdepartmental telephone inquiries, maintains all office equipment and supply inventory for regional diet office.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Processes all diet changes, patient preferences nourishment orders, and allergy records into the CBORD nutrition software application in an accurate and timely manner to ensure all production reports are accurate, diet restrictions are followed and received by Food Service Operations within specified meal processing times.
2. Checks, compiles, and reviews statistical information related to print errors, manual admissions, discharges, transfers, and outpatient meals, bagged meals, hospital at home, guest meals, and ward stock for a variety of facilities and departments summarizing the information weekly or monthly for review and billing.
3. Reviews information in the CBORD nutrition software program, generates and reviews reports for accuracy, and alter meals to ensure each patient receives a complete and appropriate meal under guidance of the Food Service Supervisor Technician.
4. Monitors established time schedules for patient admissions, transfers and discharges to ensure meal service accuracy.
5. Answers telephones and logs and actions all incoming calls to the regional diet office by transferring calls, taking messages or answering routine enquiries.
6. Monitors operating dashboards to ensure adherence to established print time schedules; responds to delays and error messages and identifies and resolves known routine systems problems according to established procedures. Logs all errors and related concerns in established tracking documents.
7. Maintains procedures for processing and distributing patient dietary orders, utilizing a variety of forms such as patient request forms.
8. Maintains knowledge of CBORD nutrition software program to ensure diets and allergies are processed correctly and accurately in order to maintain the highest level of patient safety standards.

9. Maintains filing system for departmental records such as patient dietary information and various tracking logs.
10. Maintains regional diet office materials and office supplies.
11. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

Grade 12 and two years' recent related experience or an equivalent combination of education, training and experience.

Skills And Abilities

- Ability to type 45 wpm.
- Ability to communicate effectively both verbally and in writing.
- Ability to deal with others effectively.
- Physical ability to carry out the duties of the position.
- Ability to organize work.
- Ability to operate related equipment.