

Job Class Profile: Cook I**Pay Level: CG-25 Point Band: 456-489**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	3	3	4	4	2	2	3	1	6	
Points	140	50	25	19	60	43	62	21	64	484

JOB SUMMARY

The Cook I perform skilled general duty cooking and baking work performed in an institution or hospital kitchen. Work involves the preparation, cooking and serving of meals.

Key and Periodic Activities

- Prepares and cooks various food including meats, fish, vegetables and gravies.
- Prepares therapeutic diets and texture modified meals as per nutrition guidelines.
- Uses a variety of cooking equipment including mixing machines, steam cookers, stoves, ovens, blenders and slicers.
- Prepares soups, salads, wraps, sandwiches and desserts.
- Bakes bread, pastries, desserts and other bakery products.
- Serves meals in the cafeteria and prepares serving trays including patient name and diet.
- Receives and stores food in a safe and sanitary manner.
- Cleans and sanitizes work station/kitchen area.
- Prepares food orders for catering purposes.
- Meets with supervisor/manager to discuss menus and plans cafeteria specials.
- Performs inventory.
- Orientates new employees.
- Orders food.
- Requests equipment maintenance as required.
- Operates cash register and completes cash deposits.

SKILL

Knowledge

General and Specific Knowledge:

- Kitchen appliances and cooking equipment.
- Food safety and sanitation.
- Therapeutic and texture modified diets.

Formal Education and/or Certification(s):

- Minimum: 1 Year Certificate in Commercial Cooking or equivalent.

Years of Experience:

- Minimum: Up to 1 year of experience.

Competencies:

- Ability to follow standard recipes and instructions.

Interpersonal Skills

- A range of interpersonal skills are utilized including listening to manager and/or dietician regarding menu changes and resident/patient dietary requirements; asking questions to clarify any dietary requirements; providing routine information to customers and gaining the co-operation of other cooks and food service workers to work together as a team.
- Communications occur with employees within the immediate work area regarding daily kitchen duties and responsibilities; other employees within the organization (i.e. nurses, dieticians, site managers); the general public when working in the cafeteria and supervisors/managers.

EFFORT**Physical Effort**

- Work demands occasionally result in fatigue, requiring periods of rest.
- Lifting and moving large heavy pots and other kitchen equipment; sacks of vegetables and frozen meats and cases of milk, juice, etc., weighing between 10 – 25 lbs. occurs regularly. Occasionally, freight boxes weigh up to 50 lbs.
- Standing is required throughout a typical shift to prepare, cook and serve food. Walking is required to push/pull food trolleys and to retrieve food from storage.
- Work is often performed in awkward or cramped spaces and requires bending and kneeling.
- Work duties involve the use of a variety of kitchen equipment requiring controlled movement and gross motor skills requiring strength.

Concentration

- **Visual** concentration is required to prepare and cook meals while ensuring the right ingredients and amounts are used; to follow recipes and menus; to use a variety of kitchen equipment and sharp objects such knives, and to be aware of any potential hazards in the work area.
- **Auditory** concentration is required to listen to any required changes in menu items or dietary requirements from supervisor/manager or dietitian; to listen to co-workers or hear the intercom system in a noisy environment; to hear customer requests and timers from kitchen appliances and equipment.
- Sensory demands such as **touch, taste and smell** are important to ensure food has been prepared correctly before serving to clients. Sensory demands are also utilized to determine if food has spoiled.
- **Repetition requiring alertness** includes the use of knives in the preparation of food and serving meals.
- **Higher than normal levels of attentiveness and alertness for the health and safety of others** is required to be aware of patient food allergies and dietary requirements, cross

contamination of food and the proper use of kitchen equipment to ensure safety.

- **Time pressures and deadlines** exist as meals must be ready for specific times of the day; catering requests must be ready by specific times as well.
- **Interruptions** occur to serve customers and to assist co-workers when needed.
- **Control over work pace** is impacted by equipment malfunction, catering requests, food substitutions and dietary requirements.
- **Eye/hand co-ordination** is required to operate a variety of kitchen equipment safely and to use knives to cut/slice food and to serve meals.
- **Exact results and precision** is required to measure ingredients as per standard recipes and to cook food for the appropriate amount of time. It is also very important when preparing foods based on therapeutic diet requirements.

Complexity

- Work involves a series of tasks and activities which are well-defined and similar in terms of the skills and knowledge used.
- Typical challenges or problems relate to diet changes which may require food or ingredient substitutions; equipment breakdown and quality assurance standards regarding the discard of food.
- References available to address typical challenges and issues include public health and occupational health and safety guidelines; operating policies and procedures; dietary manuals and guidelines and Material Safety Data Sheets (MSDS) guidelines to identify hazards of chemical products used in cleaning. Co-workers, dietitians, supervisors and managers are available to discuss specific dietary requirements.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are generally prescribed or controlled.
- Decisions which do not require supervisory approval include making food substitutions if products are unavailable or in short supply and to adjust cafeteria menus. Standardized recipes and menus are utilized in determining meals that are to be prepared for each day.
- Decisions requiring supervisory approval include ordering new equipment; new menu items or dietary changes for individual patients; catering requisitions; food ordering and large purchases.
- Some discretion is exercised regarding menu changes and to recommend products, however, work tasks are generally assigned.

Impact

- Work tasks and activities are generally prescribed or controlled as standardized menus are prepared by managers and dieticians on a daily or sometimes weekly schedule which provides a degree of control over daily kitchen operations. Prescribed diet sheets are provided for specific patients.
- Results of work tasks and activities are directly felt within the immediate work area (i.e. kitchen/cafeteria), the department and on clients and customers who typically are patients, staff and the general public.

- Work results impact resources such as kitchen equipment used; finances in terms of ordering food; health and safety of patients since they will receive appropriate meals based on dietary or allergic requirements and materials in terms of food supplies.
- Consequences of mistakes or errors are directly felt within the immediate work area and on patients, staff and the general public. Mistakes may result in other staff not being able to do their jobs (i.e. food service workers); patients may receive and consume meals which are not in accordance with dietary or allergic requirements which may cause severe health risks and mistakes in meal planning may result in food wastage which could have a financial impact since additional supplies would be needed.
- In the event of a mistake or error, consequences are identified and resolved immediately or within hours as meals have to be prepared and served at specific times and must meet any dietary requirements.

Development and Leadership of Others

- Does not have responsibility for the supervision of staff.
- May provide on-the-job advice, guidance, direction and orientation to new staff.

WORKING CONDITIONS

Environmental Working Conditions

- Special precautions such as safe work practices (i.e. hand washing) are in place and safety equipment such as protective glasses and gloves are utilized when cleaning (involves the use of chemicals); ear plugs are required in the dish room area and slip resistant footwear is required.
- Limited likelihood of minor cuts, bruises, abrasions, minor illnesses, fractures or injury resulting in partial or total disability.
- Working in a kitchen environment is noisy with limited ventilation, temperature extremes and sharp objects including knives. Occasionally exposed to slippery surfaces, cleaning chemicals, odours and awkward work spaces.