

Job Class Profile: Food Operations Supervisor I**Pay Level: CG-28 Point Band: 578-621**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	3	3	3	5	3	3	3	5	4	
Points	140	50	19	24	90	65	62	107	43	600

JOB SUMMARY

The Food Operations Supervisor I coordinates and supervises the daily activities of employees engaged in food service operations for acute care patients, long term care residents as well as cafeteria meal service to ensure that all quality assurance and health and safety standards are met.

Key and Periodic Activities:

- Supervises staff in the daily food services operations which includes preparing staff schedules, delegating tasks, monitoring work activities, training new staff, approving various types of leave, coordinating replacement of staff, and entering daily payroll information. Ensures staff work according to established health and safety guidelines and follow departmental safe work practices, policies and procedures.
- Writes menus for therapeutic and/or mechanically altered diets, special occasions and cafeteria meals.
- Performs visual quality checks of patient meal trays to verify therapeutic accuracy and quality control.
- Monitors the rethermalization units and performs regular audits to verify that the equipment is operating according to specifications to ensure that food temperatures are within appropriate limits.
- Performs quality assurance checks including equipment (fridge, oven, freezer) and food temperatures, sanitizer concentration checks, thermometer calibrations and checks first aid supply kits.
- Under delegated authority, monitors, orders, receives and issues departmental supplies.
- Maintains computerized dietary and inventory systems for menu processing, change analysis inventory and payroll systems.
- Consults with Clinical Dietitians and Supervisors to trouble shoot and find practical solutions for patients with special dietary needs such as textures, allergies and restrictions.
- Ensures the proper storage and handling of all food items.
- Records cafeteria and vending sales and prepares deposits. Manages petty cash fund.
- Participates in various committees such as Occupational Health & Safety and Site Emergency Preparedness.

Key and Periodic Activities:

- Maintains statistical data and prepares reports.

SKILL**Knowledge****General and Specific Knowledge:**

- Provincial and Departmental Food Safety Policies & Procedures
- Medical terminology
- Accounting procedures
- Meditech system
- Food temperature control
- Food Safety Legislation
- Therapeutic diets and diet standards
- Infection control and isolation procedures
- Safe work practices
- Kitchen equipment operation
- Oral & written communication skills
- WHMIS/Chemical Safety
- Fire Safety
- First Aid
- Occupational Health and Safety

Formal Education and/or Certification(s)

- Minimum: High School Diploma and completion of a 2 year Diploma in Nutrition and Food Service Management. Certificate in Food Safety and First Aid.

Years of Experience

- Minimum: Up to 6 months of related experience

Competencies:

- Ability to proofread, edit and format documents
- Ability to operate a computer
- Ability to write straightforward text
- Ability to operate machinery
- Ability to repair or calibrate machinery
- Ability to coordinate a range of related work or project activities
- Ability to conduct analysis or assessment
- Supervisory Skills

Interpersonal Skills

- A range of interpersonal skills used include listening to information from patients/residents/nursing staff/dietitians, etc and asking questions to determine special diet needs, providing routine information and direction to employees and patients/residents, etc

regarding food safety or special diet needs, gaining the cooperation of employees to complete work, address issues and/or solve problems in a timely manner and coaching and mentoring new employees.

- Communications occur with employees within the immediate work area, clients/patients/residents, supervisor/manager, clinical dietitians and nursing staff.
- Most significant contacts are with the employees within Food Services Operations regarding the day-to-day activities and ensuring adequate nutritional care and service is provided; clients/patients/residents to ensure that nutritional needs are met; the manager for direction and advice on how to deal with problems or issues and with the Clinical Dietitian and nursing staff regarding patients with special diet needs.

EFFORT

Physical Effort

- The demands of the job regularly results in considerable fatigue, requiring periods of rest.
- Regularly lifts or moves objects such as meal trays, food service carts and supplies weighing between 10 to 25 lbs. May be required to push/pull rethermalization units weighing up to 55 lbs.
- Required to stand or walk on a regular basis when supervising the beltline tray assembly process. Sitting is required when performing computerized work, scheduling and payroll. Working in awkward or cramped positions or body movements such as bending is a regular occurrence when loading/unloading food trays on carts.
- Manual or physical activities include performing fine finger or precision work when using the computer for data entry, writing emails, memos, etc; using gross motor skills when standing, walking, and bending to move food trays from the beltline to the cart and using equipment such as the beltline that requires rapid physical movement and reflexes.

Concentration

- **Visual** concentration is required when performing visual quality checks of patient meal trays, reading menus, monitoring equipment and food temperatures, ordering supplies, data entry, inventory control, etc.
- **Auditory** concentration is experienced on a regular basis when conducting normal work activities such as answering the phone, listening for mechanical problems with equipment, listening to employees and concentrating on menus and checking trays while working in a noisy kitchen environment.
- **Other sensory demands** in this working environment involve tasting and smelling in the evaluation of food quality and being aware of smells that could present food safety issues.
- Alertness and concentration are required when performing **repetitive** tasks such as checking menus and meal trays to ensure accuracy. **Higher than normal levels of attentiveness or alertness** for the health and safety of others is required when dealing with infection control issues or when preparing a specific diet.
- **Time pressures and deadlines** are experienced as meals must be prepared to meet scheduled timelines and/or trucking schedules to ensure there is no delay in delivery to patients. **Interruptions** can occur with equipment breakdown, food shortages, staffing issues, power outages, etc.

- **Exact results and precision** are required when entering financial or payroll data, ensuring compliance with quality assurance and occupational health and safety and ensuring accuracy and assembly of meal trays.

Complexity

- Work involves performing supervisory work in food service operations which is similar in terms of the skills and knowledge used and the tasks are usually well defined.
- A typical problem or challenge is determining what food items to serve a patient who has multiple restrictions, allergies or special dietary needs.
- Reference material to assist in addressing problems, challenges and issues include Med Dietary System, Formula Preparation Guidelines and Procedures, Manual of Clinical Nutrition, Quality Assurance Standard and Solutions, Food Safety Code of Practice, Policy and Procedures Manuals, Material Safety Data Sheets for Chemicals, Occupational Health and Safety Regulations, Collective Agreement, advice and guidance from Clinical Dietitians, Nursing Staff and Manager, etc.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are highly monitored or controlled.
- Employees have authority to reassign employees to different tasks as required, discuss performance issues with employees, determine if food remaining is wastage or if it can be served for another meal, make menu substitutions and changes and may be able to order supplies or approve overtime if delegated authority is granted.
- Approval is required for changes to a patient's diet, equipment repair or replacement, progressive discipline of staff, and changes to policies or procedures.
- Discretion and independence of action is exercised when determining if a food item meets the food and safety guidelines, making menu substitutions that fall within the parameters of the therapeutic diet order, determining contingency plan in situations such as equipment breakdown, power outage or staff shortage, consulting with a dietitian if there is a problem with a patient's diet or recommending an employee go home or see a doctor or occupational nurse if it is suspected that they are sick.
- Provides advice to employees on a daily basis on food safety or occupational health and safety concerns and/or equipment problems; provides advice to cooks if there are menu problems due to unavailability of certain products or special patient or nursing requests.

Impact

- The provision of high quality nutritious and safe food to patients that is delivered on schedule has a positive impact within the immediate work area, department/group, organization and on patients. Additionally, activities can impact equipment, processes and systems, human resources, health and safety of employees and staff and corporate image.
- Mistakes or errors such as a patient being provided the wrong diet or texture modification, inaccurate quality assurance checks of food and equipment, incorrect entering of payroll or financial data, improper ordering of food and supplies or unsafe work practices, etc can have a significant impact on the immediate work area, organization, equipment processes and

- systems, finances, health and safety of employees and patients and on the corporate image.
- Errors are typically identified and resolved within hours of problem identification as there are standards and policies in place related to health and safety, food safety and dietary guidelines. All processes are monitored at specific points to ensure the safety of food.

Development and Leadership of Others

- Typically responsible for supervisory activities for a medium size work group of employees (5 to 10 employees).

WORKING CONDITIONS

Environmental Working Conditions

- There is a requirement for special precautions or safety equipment such as safety shoes, uniforms, gloves, hairnets, masks, and antifatigue mats.
- The likelihood of minor cuts, bruises, abrasions or minor illnesses resulting from hazards in the job is moderate and there is a limited likelihood of receiving fractures, partial or total disability.
- Exposed to unusual/distracting noise from kitchen equipment, wet or slippery floors from spills or mopping, awkward or confining spaces when loading trays on meal carts or when working in a walk-in refrigerator, temperature extremes when working in walk-in refrigerators and fire when working with cooking equipment.
- There is occasional exposure to dirt, dust, filth or garbage, fumes, limited ventilation, hazardous chemicals used for cleaning/sanitizing, infectious diseases when handling patient trays, odours and fire when working in a kitchen environment.