

Job Class Profile: Food Service Worker I**Pay Level: CG-20 Point Band: 316-339**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	1	2	4	3	2	2	2	1	5	
Points	47	33	25	14	60	43	41	21	54	338

JOB SUMMARY

The Food Service Worker I performs standardized work in the preparing, assembling, and serving of meals for patients/residents/customers. Performs related tasks in kitchens, dining rooms, institutions, cafeterias, and food production centers and is responsible for ensuring patients/residents/customers receive meals, food trays are distributed and collected, kitchenettes and food stations are clean, sanitized, stocked, and may be responsible for cashier duties.

Key and Periodic Activities:

- Prepares or serves beverages, snacks, and meals for patients/residents/customers including, but not limited to, preparing ingredients, special dietary food items, main menu courses, and catering to functions or groups within the organization.
- Cleans and peels vegetables.
- Cleans, sanitizes, and stocks kitchenettes, specific food stations, and/or other food service areas
- Assembles meal trays for residents/patients by working at specific food stations.
- Distributes and collects food trays to and from floors.
- Cleans, replenishes work area(s)/restock materials (i.e. clean dishes, equipment, utensils, trays, trolleys, tables, chairs, counters, and refrigerators).
- Scrapes, unloads, and cleans meal trays.
- Rolls silverware.
- May provide snacks after hours.
- May operate a cash register.
- May set up catering for specific areas and assist in preparing food items for special events .
- May prepare diet change reports based on patient/resident admissions and discharges.
- May stock groceries on shelves and refrigerators, inspect goods, and rotate stock.

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

- Knowledge of:

- Food safety, food preparation and sanitation to ensure food safety and cleanliness
- Hand washing techniques
- Therapeutic diets and food service measurements
- Policies and procedures, regulations, sanitation codes, and health and safety acts

Formal Education and/or Certification(s):

- Minimum: High School Diploma

Years of Experience:

- Minimum: Up to 6 months experience

Competencies:

- Ability to interact/communicate effectively

Interpersonal Skills

- A range of interpersonal skills are used to listen and respond to instructions from supervisors and customer requests, ask questions to get information from patients/residents/customers and staff, to work collaboratively as a team, and assist co-workers with tasks. May need to instruct/train others and deal with angry or upset people.
- Communications occur with employees, cooks, storekeepers, patients/residents/customers/, general public, supervisor to coordinate and provide meal service, suppliers, and students/trainees, sales representatives, executives, and professional advisors (Clinical Dietitians).
- The most significant contacts are employees within work area, general public and supervisor.

EFFORT

Physical Effort

- Occasionally, the demands of this job results in considerable fatigue, requiring periods of rest.
- There is constant lifting and moving of objects less than 10 lbs (food trays and boxes) and occasional moving, pushing, and pulling meal trays or trolleys between 10 – 50 lbs, and sometimes over 50 lbs.
- Effort also includes constantly standing when working on beltline or serving customers, walking to deliver meal trays and regularly bending and kneeling when unpacking stock items, and cleaning.
- Occasionally, uses machinery and equipment such as kitchen equipment and tools, which require accurate, controlled movements and rapid reflexes.

Concentration

- **Visual** concentration is constant when preparing foods using correct ingredients and measurements and when observing spoiled food and menus (i.e. for possible allergies, hazards in the area such as spills, and when working with sharp objects such as knives).
- **Auditory** concentration is constant and is required to listen to specific tasks from supervisor and co-workers over the noise of kitchen equipment. Must listen attentively to staff and

<p>patients/residents/customers when taking special food orders.</p> <ul style="list-style-type: none"> — Other sensory demands used in this working environment are also constantly required such as taste, touch, and smell of food to test for freshness, spoilage, and temperature changes. — There is lack of control over the work pace when there are interruptions such as power outages, machine breakdowns, and meal changes which add to the time pressures to prepare and deliver meals on time and on schedule. — There is a moderate degree of concentration effort which includes regular eye/hand coordination in preparing foods and a higher level of alertness for the health and safety of others when assembling, or preparing specific diets or handling items that may be hot.
Complexity
<ul style="list-style-type: none"> — Tasks are generally similar/related in terms of the skills and knowledge used and well-defined. — There are some tasks that are different, but related, and others that have a limited number of guidelines or procedures — There are simple problems with obvious solutions and that can be followed using procedures and/or guidelines or solved in a team setting. — The most typical challenging problem would be to prepare specialized meals, or alter meals to fit particular requirements. — When solving problems advice is available from co-workers, supervisors, Clinical Dietitians, policies, procedures, and established guidelines.

RESPONSIBILITY

Accountability and Decision-Making
<ul style="list-style-type: none"> — Works in a controlled and monitored environment. — Independently decisions are made regarding whether food is of quality to serve, substitution of food from menu items, or the ordering of food and stockroom items within guidelines. — Uses some discretion when making changes to menu items based on patients/residents preferences, the quantity of the food given, and the handling of the interpersonal interactions with upset people. The supervisor and/or the Clinical Dietitian provide guidance and advice. — Gives information, advice, and recommendations to patients regarding limited food substitutions; however, any therapeutic interpretations or advice are given by the supervisor.
Impact
<ul style="list-style-type: none"> — This work has impact on immediate work area, department, organization, and patients/residents/customers. — Can either negatively or positively impact patients/residents/customers such as a positive impact if the food is prepared, handled, and delivered properly and negatively if it is not. — The most significant impact is on patients/residents/customers regarding food preparation. The work may impact information, process and system, material resources, health and safety, finances (i.e. portion control, wastage, expiry dates), and corporate image. — If there are errors, they are usually detected within hours of identification, and could result in extreme health and safety concerns for patients/residents/customers. Any errors are normally mitigated to the highly structured and control nature of the work.

Development and Leadership of Others
<ul style="list-style-type: none"> — There is no supervision of staff. — May provide on the job advice, guidance and direction to co-workers, feedback to supervisors, and orientation and on-the-job training to new staff.

WORKING CONDITIONS

Environmental Working Conditions
<ul style="list-style-type: none"> — There is a requirement to use safety equipment when working such as gloves, safety shoes, goggles/face shields, and earplugs and in order to prevent containments special precautions are taken such as the wearing of an apron, and hairnet. — There is a moderate likelihood of receiving minor cuts, bruises, abrasions, or minor illness from this work and limited likelihood of receiving a fracture, or a partial or total disability. — Workplace injury can result from improper use and cleaning of equipment, failure of equipment, or the environment. — Moderately exposed to physical hazards, some health and safety risks, and undesirable characteristics in the environment such as unusual/distracting noise and sharp objects. Regularly, this class is exposed to wet or slippery surfaces, awkward or confining workspaces, temperature extremes, odours, and disinfectants. Occasionally, exposed to dirt/dust/garbage, limited ventilation, infectious diseases, temperature extremes, fire, bodily fluids/waste and electrical shocks.