



HUMAN RESOURCES MANUAL

Manual	Human Resources	No.	13-03-19
Section	Role Description	Date	March 2018
Guideline	Food Service Manager	Page #	Page 1 of 3

STATEMENT

Park Place Seniors Living (PPSL) will have standardized position descriptions for all workers based on relevant standards of practice and/or provincially-mandated expectations and PPSL policy.

PURPOSE

To provide standardized, specific expectations and role description of every staff member's role and responsibilities.

PROCEDURE

DEPARTMENT: Food Services
JOB TITLE: Food Service Manager
REPORTS TO: Site Leader

JOB SUMMARY:

The Food Services Manager is responsible for the planning, preparation, delivery, storage and service of menu foods. Responsibilities also include maintenance of the work area in a clean, safe and orderly manner. As an integral member of the interdisciplinary care team, the Food Services Manager works in collaboration with the Dietician to ensure food services meet all legislative standards, PPSL policy and resident satisfaction.

Treats residents with dignity and demonstrates an attitude of caring. The Food Service Manager ensures a commitment to resident safety and to our "culture of safety" as per PPSL Strategic Directions

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Plans and provides rotating menus for the residents which meet Canada's Food Guide standards.
2. Develops standardized recipe files.
3. Monitors quality of food served to residents and resident's acceptability of items served.
4. Establishes special diets to meet resident's nutritional needs of diet pattern to conform to physician's orders and dietician recommendations. Educates dietary staff on these orders.
5. Responsible for the safe performance of all kitchen and dietary-related duties.
6. Follows legislative standards and PPSL policies and processes for food purchasing, delivery of meals, food preparation, safety and sanitation, and nutritional services.
7. Recruitment and orientation, supervision, scheduling, mentoring and discipline if required of all kitchen staff.
8. Ensures applicable staffing levels. Monitors interdisciplinary team collaboration and processes to ensure quality food services and addresses issues as required.



HUMAN RESOURCES MANUAL

Manual	Human Resources	No.	13-03-19
Section	Role Description	Date	March 2018
Guideline	Food Service Manager	Page #	Page 2 of 3

9. Acts as a role model by demonstrating professionalism, empathy, trust and respect in all interpersonal relationships, and recognizes personal impact on team dynamics.
10. Takes the Food Services lead in the PPSL Home's quality improvement/performance measurement initiatives and processes including follow-up with summary and action plan implementation to meet or exceed best practice and Accreditation Standards.
11. Focuses on quality of care and safety assurance and improvement by taking a leadership role in PPSL site committees (eg. Site Leadership, OHS, Resident Council).
12. Presents or attends In-service education as required.
13. Performs all other related duties.

HEALTH AND SAFETY RESPONSIBILITIES:

- Responsible to read, understand and comply with PPSL's and provincially-mandated Occupational Health and Safety policies and safe work practices.
- Involved in all aspects of the Health and Safety Program including:
 - Uses safe work procedures,
 - Promotes health and safety policy and awareness,
 - Makes safety suggestions.
 - Reads OHS minutes posted.
- Responsible to take every reasonable precaution to protect the safety of residents, self, other workers and the general public.
- Reports any near miss, injury, accident or equipment damage to supervisor immediately and completes required reports.
- Corrects and/or reports unsafe conditions.
- Sets a good example.

QUALIFICATIONS:

Graduate of a Nutritional Management Program at an approved school, which meets qualifications for membership of the Canadian Society of Nutrition Management.

SKILLS AND ABILITIES:

- Ability to communicate effectively in English, both verbally and in writing.
- Ability to organize work.
- Ability to operate related equipment.
- Ability to work in teams collaboratively and communicate with others in a respectful manner.
- Physical ability to carry out the duties of the position.

EQUIPMENT USED:

Computer, facsimile and photocopier



HUMAN RESOURCES MANUAL

Manual	Human Resources	No.	13-03-19
Section	Role Description	Date	March 2018
Guideline	Food Service Manager	Page #	Page 3 of 3

PHYSICAL DEMANDS:

Requires a significant amount of walking, sitting and standing throughout the shift. A frequent amount of squatting, bending, kneeling and reaching.

HEALTH AND SAFETY RISKS – ENVIRONMENT

- Physical: Burns, Strain on shoulder, neck and back, cuts/scrapes
- Environmental: Draught, dust exposure, working alone situation, using equipment with moving parts
- Chemical: Cleaning and disinfectants
- Biological: Exposure to communicable diseases, i.e. colds, influenza, GI.
- Radiation: Remote
- High Risk Element: Ergonomics, slips/trips/falls, psychological and falling objects related to checking of equipment and work area frequently.