

Position: **Benchmark Job #137**

Ministry: Social Services

Working Title: **Food Services Supervisor**

Branch: Woodlands

Level: Range 11

Location: New Westminster

NOC Code: 6641

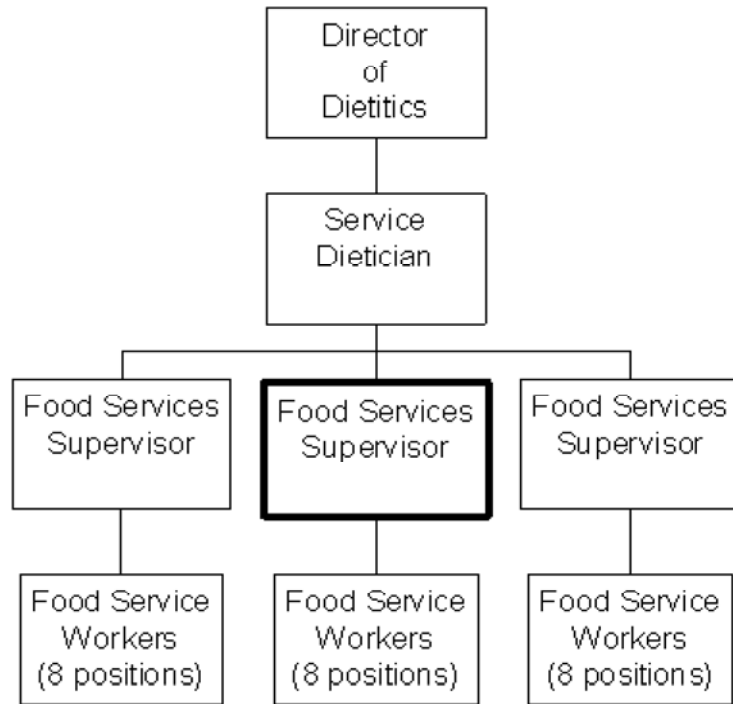
## PRIMARY FUNCTION

To organize and supervise food preparation and production by food service workers and ensure a standard of food quality and accuracy.

## JOB DUTIES AND TASKS

1. Organizes and supervises food preparation and production
  - a. supervises Food Services Workers (8 FTEs) including recruiting, orientation, scheduling, assigning work and conducting performance appraisals
  - b. trains food service workers in food preparation, safety, sanitation and standards of food quality and accuracy
  - c. maintains roster of staff shifts including ensuring daily coverage, assigning staff to shifts and maintaining records of leaves and vacation time
  - d. organizes the workload of shifts and revises schedules as required to ensure food production timelines are met
  - e. develops and conducts food safety lectures
2. Ensures and maintains a standard of food quality and accuracy during food preparation and production
  - a. implements therapeutic diets for patients including providing information sheets for cooks and food service workers and ensuring that individual resident trayline cards and labels are accurate and up-to-date
  - b. checks meal trays and performs tray audits for accuracy and quality
  - c. maintains temperature and leftover records
  - d. ensures that food items are secure, properly stored and best use is made of perishable food items
  - e. ensures that sanitation and safety standards are maintained during food preparation and production
  - f. exchanges information with Dietician regarding portion control, special diets, costing, catering and other issues relating to food preparation and production and prepares quality reports
3. Performs other related duties
  - a. requisitions food and kitchen supplies for catering programs, wards and the trayline, arranges for the rotation of supplies, and ensures proper storage
  - b. arranges and authorizes the maintenance and repair of kitchen equipment and machinery
  - c. completes accident reports as required
  - d. exchanges information with other departments regarding food delivery, catering needs and supply orders
  - e. maintains inventory of food supplies

- f. prepares reports and leave management forms as required
- g. discusses food preferences with mentally challenged clients
- h. drives vehicle to deliver catering supplies
- i. monitors budgets for staffing, rental and maintenance of equipment, food and catering supplies
- j. collects money from sale of staff meals and vending machines and forwards to general revenue



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<p><b>JOB KNOWLEDGE</b></p> <p>Know a variety of food services and production functions and understand how they relate to the institution's food production requirements to organize and supervise food preparation and perform food quality audits.</p>	D	100
2	<p><b>MENTAL DEMANDS</b></p> <p>Judgement to recognize known differences and determine the priority of tasks to assign trayline meal service tasks, meet special dietary needs of residents, ensure quality control and requisition food supplies.</p>	C	60
3	<p><b>INTERPERSONAL COMMUNICATION SKILLS</b></p> <p>Persuasion required to use basic counselling skills to discuss and explain employee performance problems with workers and provide advice for improvement.</p>	D	45
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b></p> <p>Moderate coordination and dexterity required to drive vehicle to deliver catering supplies.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b></p> <p>Guided by specific procedures, selects a course of action to complete assignments using past practices or previous instruction to supervise and organize the food service operation in an institutional kitchen.</p>	C	50
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b></p> <p>Moderate financial responsibility to authorize repair and maintenance of kitchen appliances.</p>	D	22.5

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
7	<b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b> Moderate responsibility to maximize use of perishable foods and ensure proper storage.	C	15
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility to supervise food service workers, appraise employee performance and take disciplinary action (8 FTEs).	DF	21
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Significant care and attention to ensure the provision of a hygienic food service to residents in an institution.	D	25
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused attention to detail to frequently visually and by smell and taste inspect meal services in order to perform food quality audits.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to frequently stand to supervise food tray production.	C	12
12	<b>SURROUNDINGS</b> Exposure to frequent excessive heat from ovens.	C	6
13	<b>HAZARDS</b> Moderate exposure to hazards from regular possibility of physical violence from psychiatric patients while discussing food preferences and delivering catering supplies.	C	6

Total Points: 389.5

Level: Range 11