



FOOD SERVICE SUPERVISOR

JOB POSTING

Position Title:	Food Service Supervisor	Employee Group:	Permanent Part-Time
Department:	Grace Manor Dietary	Classification:	Non-Union
Posting #:	GM FSS PERM PT 2024-08	Hourly Rate:	TBD
Application Deadline:	Until Filled	Hours/Pay:	45 hours per pay
Application Details:	Submit Resume at jobs@hch.ca		
Start Date:	ASAP		

Position Summary:

The purpose of this role is to provide support to the Dietary Manager with supervision of Dietary staff and volunteers to ensure effective and efficient running of the Dietary department by adhering to the Ministry of health's regulations (resident's Bill of rights), Public Health standards and the company's policies and procedures in order to meet quality nutritional requirements of the resident and tenants while maintaining high operation standards.

Organization Background:

Holland Christian Homes consists of 6 Independent/Assisted Living Towers as well as Faith Manor and Grace Manor which are private, non-profit Christian Long-Term Care facilities situated in the City of Brampton in the Region of Peel. Holland Christian Homes is a dynamic, innovative organization that provides a full continuum of care to individuals in a Christian atmosphere.

We believe that individuals requiring our services have the right to a lifestyle that adequately meets their physical psychological, social, cultural and spiritual needs. These services are provided by fully qualified professional staff who respects and carries out the values associated with a person-centered approach which include rights, dignity, identity, individuality, respect, privacy, choice and independence.

Specific responsibilities include:

- Respects and carries out the values associated with a person-centered approach which include rights, dignity, identity, individuality, respect, privacy, choice and independence
- Provides supportive opportunities of conversation and social engagement to help people live their life and experience well-being
- Maintain MOHLTC and Public Health standards
- Updates from Registered Dietitian report to synergy on demand (mealsuite)
- Print and post people service, nourishment reports and labels of special snacks
- Assures that staff are ready to provide service of meals on time and with good customer skills
- Checks that cleaning and sanitation are completed
- Checks Dining room menus is posted correctly
- Conduct Dining room audits and communicate findings
- Food Ordering in a prescribed budget and maintaining it.
- Ongoing inventory



- Audits
- Ensure that all tools and equipment are available and functioning correctly
- Attend IDCC and address any concerns or issues at the meeting and complete documentation
- Meal Rounds
- Work closely with dietary manager to prepare 3-week cycle menu with input from dining room committee, and tenant dining room. Menu is approved annually by the dietitian and resident council
- Work closely with dietary manager to prepare/edit production binders with production sheets and standardized recipes (according to the residents and tenants' therapeutic needs)
- Supervise the preparation of meals and the serving of meals in the FM Dining Rooms and Tenant Dining Rooms and GM Café/Restaurant
- Ensuring staff are replaced as per collective agreement
- Encourage effective use of supplies, cleaning supplies, utensils and equipment
- Works closely with dietary manager, dietitian and nurse practitioner to manage residents' nutritional concerns.
- Maintain resident and family contact to communicate nutritional needs for the resident.
- Maintain accurate "People Service Report" (which corresponds to the care plan includes the diet orders) for the Food Service Workers to use at point of service, snack cart and meal cart.
- Attend annual care conferences and post admission conferences with families
- Communicate changes to Dietary staff via people service, nourishment reports and labels of special snacks
- Update seating plans
- Communicate Menu changes to staff and residents
- DM/FSS initial assessment for new admission
- Performs other duties and responsibilities as assigned by the direct supervision
- Support with biweekly payrolls when needed and when dietary manager is away.
- Support with covering calls in shifts as needed.
- Making sure shifts are filled according to the collective agreement using the SSC Wizard
- Providing support to staff in dietary manager absence on-site and over the phone to help them in replacing the shift.
- Prepares employee schedules and vacations if needed
- Directs, train, orientates and encourages dietary staff to follow correct procedures and guidelines of carrying out job routines
- Communicates with dietary staff
- Participate in-education services
- Conducts staff meeting with the dietary manager
- Work closely with dietary manager to update job routines, policy and procedures for the dietary department
- Inventory before every order and order supplies required to provide the current menu to the residents and tenants
- Monitor and order as required paper supplies, small wares, nursing supplies etc.
- Place order according to the inventory and storage space available.
- No over booking of staff.
- Maintain equipment by doing preventive maintenance by filling R4R as needed.
- Order supplies in control, make staff accountable for any unnecessary breakage of dishes or equipment.
- Maintain food costs with the approved budget
- Generate a grocery list (from Menu management program) listing supplies required for the menu for the selected dates.
- Do annual inventory and semi annual if requested by the director of finance
- Involved in planning and preparations of special catering events i.e. volunteer dinner, staff Christmas dinner, staff, resident, tenant BBQ
- Checks that food items are stored properly and portions are controlled
- Staff not rotating stock, may have waste as item expired; remind grocery staff to stock items as per FIFO and for staff retrieving item from storage to check expiration date; monitor accordingly



- Responsible to meet and follow through on public health and ministry of health and long-term care standards and inspection reports
- To promote a safe work place by reporting safety concerns, safe work practices.
- Participate in safety and fire training
- Ensure appropriate training for staff on all hazards and workplace equipment and chemical usage
- Ensure both physical and mental wellbeing of the staff is met by assisting in providing proper and conducive working environment and providing good emotional and psychological support
- Listening to staff issues and concerns
- Reports and communicates to the dietary manager any concerns and issues to be solved
- Ensure that all faulty equipment is reported and request for repair submitted.
- Ensure that all work areas are in good working condition
- Provide support by attentively listening and assisting with finding some resolution to issues
- Follows up on the repair of equipment so that there is little down time as possible and that staff are provided with the tools needed to function effectively completing task.
- Participate in Quality Improvement initiatives.
- Commitment to continuing competence through quality improvement.
- Participate in developing and reporting on key performance indicators (KPIs) that support business decision making, and quality improvement plans (QIPs) that are aligned with both legislative and organizational objectives.

Qualifications:

- Graduate of a recognized Food Service Management Diploma program
- Possesses understanding and skills in personnel management communication, therapeutic diets, large quantity food production and preparation.
- Has membership with Canadian Society for Nutrition Management.
- Dietary supervision experience in health care facility at Level II (as per Canadian Dietetic Association regulations) would be an asset.
- Committed to providing care and work with a person-centered approach
- Experience in providing physical, social and emotional needs that are in tune with people's changing needs
- Ability to interact with seniors in a way that it can be understood and communicate in a way that meets every individual's needs and preferences including those that are cognitively challenged
- Ability to demonstrate diplomacy and professionalism when working with families and other professionals.
- Exceptional interpersonal and customer service skills
- Demonstrated success in communicating with all levels of the organization that includes communicate effectively with staff, residents, families/visitors delivery/service personnel and the general public.
- Excellent problem solving, conflict resolution, and decision making skills.
- Good judgment skills and the ability to handle and maintain confidential information
- Ability to multi-task and prioritize workload.
- Ability to work independently as well as function as part of a multi-disciplinary team.
- Ability to be proactive and take initiative where required.
- Ability to focus on assigned tasks
- Detail-oriented and professional
- Ability to effectively handle multiple tasks simultaneously
- Ability to work under conditions of frequent interruption, being undisturbed by the complexities and variety of minute details.
- Competence in computer applications including Microsoft Office and Outlook.
- Demonstrated ability to observe boundaries, engage in appropriate emotional regulation, refrain from dual relationships with residents, maintain confidentiality, and engage in reasonable self-care strategies designed to reduce stress by balancing work/life responsibilities.
- Ability to read, write, and speak English.
- A satisfactory and current Vulnerable Sector Screening.



- Evidence of a negative 2 step TB Test, full COVID-19 vaccination and up to date immunizations including Flu Shot (unless medically exempt)

Interested and qualified applicants should forward a Resume and Cover Letter (as ONE document in PDF format) to: Human Resources e-mail: jobs@hch.ca

Holland Christian Homes welcomes diversity in the workplace and encourages applications from all qualified individuals.

Holland Christian Homes is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). If you require accommodation for disability during any stage of the recruitment process, please indicate this in your cover letter.

Applicants agree that by providing personal information in response to this posting, and otherwise in any recruitment process with the Company, such personal information may be retained and used by HCH for a period of one (1) year from the date of this application, for the purpose of consideration for employment opportunities which may arise during that time period, unless an Applicant notifies the Company to the contrary.”

We thank all applicants for their interest in this position, however, only those individuals selected for an interview will be contacted. No phone calls please.