 Job Description

Position Title: Food Service Worker

Department: Long Term Care

Reports To: Nutrition Manager

## Purpose

Reporting to the Nutrition Manager and under the direction of the Chef/Cook, the Food Service Worker is responsible for optimal food service to residents and families based on legislative requirements and County of Grey standards.

The Food Service Worker is required to perform their duties in a manner that is consistent with the Core Values of the home that supports the ‘Colour It’ resident led philosophy of care to ensure resident safety, and demonstrate customer service excellence.

Responsibilities

## *General*

* Assists in maintaining the dietary department in a safe and sanitary manner. Provides assistance to the Cook in the preparation and service of meals;
* Assists in monitoring quality of food supplies received and advises the Nutrition Manager/Cook of problems;
* Follows proper food handling techniques. Dates, labels, and stores food properly. Keeps work area clean and uncluttered, and completes scheduled cleaning duties. Maintains cleanliness of floors in the food preparation, dish room, and storage areas;
* Assists in the preparation, re-heating and service of beverages, breakfast items, vegetables, nourishment items, salads, desserts and catering as assigned;
* Assists in serving meals and beverages, following residents' diets and food preferences, using proper portion sizes;
* Meets scheduled meal and snack times;
* Uses equipment and supplies properly;
* Sets and cleans dining tables and trays;
* Assists in dish and pan washing, storage, and cleaning duties;
* Assists with maintaining the security of the department;
* Alerts Nutrition Manager to problems and makes recommendations about corrective action.

*Care Coordination*

* Participates actively in special occasion and theme meal days;
* Promotes the County of Grey philosophy of Pleasurable Dining.

*Quality Management*

* Participates actively in department's Quality Management program and any department/facility committees as requested.

*Human Resources*

* Promotes a positive team spirit within the department. Maintains good attendance record according to Company policy. Performs other duties as are necessary and appropriate;
* Attends departmental and facility staff meetings, in-services and other necessary training sessions.
* Assists in the orientation and training of new dietary employees
* Promotes a positive team spirit within the department.

*Occupational Health and Safety*

* Advises supervisor or designate immediately of all staff incidents that may result in an Occupational Accident Claim, any concerns with the physical plant, incidents or injuries and completes required reports;
* Follows all health and safety policies and procedures. Works safely to reduce the risk of injury to self, co-workers, and residents;
* Wears personal protective equipment as designated;
* Maintains a clean, safe environment for residents utilizing infection control principles;
* Maintains a sound working knowledge of their roles and responsibilities during all emergency situations as applied to all assigned shifts and hours of work.

*Resident & Family Relations*

* Provides quality food service to all residents & families;
* Provides superior customer service to all residents and families;
* May participate in resident care conferences and quarterly reviews, when assigned.

*Ministry of Health and Long Term Care Compliance*

* Complies with all provincial/long term care regulations and established dietary department policies and procedures;
* Follows infection control procedures.

## Working Conditions

* Modern facility, temperature controlled, smoke free environment;
* Close concentration required while serving food;
* Regular exposure to temperature extremes, noise, biochemical agents and wet floors;
* Hours of work include scheduled shifts and call-ins, and may include day, evening, night shifts, weekdays and weekends. There is a requirement to work statutory holidays;
* Work is in a home-like medical care area and requires interaction with residents and their families. The workplace is fast paced, with frequent disruptions and distractions, while meeting preset deadlines. Must be flexible to changing needs of the residents, staff and operational issues, as they are presented.

## Contacts

### Internal Working Relationships

Nutrition Manager, other managers, front line staff, Residents

### External Working Relationships

Families, MOHLTC Inspectors, contract service providers

## Knowledge and Skill

* Food Service Workers must have completed a Food Service Worker program approved under the Long Term care Homes Act, 2007 and Ontario Regulations 79/10 or have qualifications as identified under Ontario Regulations 79/10 78(1);
* Must maintain up to date certification in the food Safety Awareness Program offered by Public Health;
* Must be able to read, write and accurately follow written and verbal instructions;
* Must be able to work and communicate effectively with residents of a LTC home;
* Must be able to work accurately, quickly, and safely;
* Must be an effective team player who works well with others and is able to take directions.

## Impact of Error

Errors in food handling and serving could result in negative resident outcomes, loss of satisfaction and trust with Residents, families, Public Health and Ministry officials.

Errors may lead to ineffective performance and may result in injury to self, others and residents. Furthermore, errors may result in a loss of public confidence, credibility and create a liability to the corporation.

**PHYSICAL DEMANDS ANALYSIS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Company:** | County of Grey | **Supervisor/Manager:** | Nutrition Manager |
| **Department:** | Long Term Care Nursing | **Position:**  | Food Service Worker |
| **Date of Analysis:** | August 2008 | **Revision date:** |  |
| **JOB SUMMARY** | Position Description | Dietary Aide |
| Work Schedule |  |
| Breaks | 1x30 min, 1x 15min (variable) |
| Personal Protective Equipment  | Closed toe/heel shoes, goggles, gloves, hairnet, minimal jewellery |
| Equipment or Tools used | Dishwasher, toaster, carts, microwave, steam-table, fridge/freezer, coffee machine |
| **See Job Routines and Job Description for specific Tasks and Responsibilities** |

**LEGEND**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Frequency | SEL =seldom not daily <5% of shift | LOW = low daily activity <1 to 3 hours=33% of shift | MOD = moderate daily activity 3 – 6 hours= 66% of shift | HIGH = high daily activity > 6 hours =100% of shift |
| Required column | Identifies physical demands that are bona fide essential duties of the job. |
| Side column | Refers to the limb used to perform the task**E- either side D – dominant side B – both sides R or L = Right or Left side** |
| **Strength** | **Physical Demands** | Required | Side | **FREQUENCY** 1 2 3 4Sel Low Mod High | Maximum force (kg) | Average force (kg) | **COMMENTS**Explain task performed |
| Lifting – floor to knuckle | X | E/B |

|  |  |  |  |
| --- | --- | --- | --- |
|  | X |  |  |

 | 15kg | 5kg | Supplies |
| Lifting-knuckle to waist | X | E/B |

|  |  |  |  |
| --- | --- | --- | --- |
|  | X |  |  |

 | 15kg | 7kg | Food out of cambro cart, dish racks |
| Lifting-waist to shoulder  | X | E/B |

|  |  |  |  |
| --- | --- | --- | --- |
|  | X |  |  |

 | 10kg | 5kg | Putting dishes away on shelf |
| Lifting – over head | X | B/E |

|  |  |  |  |
| --- | --- | --- | --- |
|  | X |  |  |

 | 5kg | 5kg | Supplies in freezer, storage room |
| Carrying – with handles | X | B |

|  |  |  |  |
| --- | --- | --- | --- |
|  | X |  |  |

 | 10kg | 5kg | Carrying boxes/trays |
| Carrying without handles | X | B |

|  |  |  |  |
| --- | --- | --- | --- |
|  | X |  |  |

 | 10kg | 3kg | Supply boxes, trays. plates |
| Pushing-upper extremity | X | B |

|  |  |  |  |
| --- | --- | --- | --- |
|  | X |  |  |

 | 20kg | 15kg | Boxes on shelves in storage, freezer, dish rack  |
| Pushing- leg/hip assist | X | B |

|  |  |  |  |
| --- | --- | --- | --- |
|  | X |  |  |

 | 30kg | 20kg | Carts |
| Pulling – upper extremity | X | B |

|  |  |  |  |
| --- | --- | --- | --- |
|  | X |  |  |

 | 50kg | 20kg | Boxes on shelves in storage, freezer, dish racks |
| Pulling – leg/hip assist | X | B |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | X |  |

 | 30kg | 20kg | Carts |
| Reach-shoulder or above | X | D |

|  |  |  |  |
| --- | --- | --- | --- |
|  | X |  |  |

 | Stocking shelves, putting orders away |
| Reach-above shoulder extended | X | E |

|  |  |  |  |
| --- | --- | --- | --- |
|  | X |  |  |

 | Lifting supplies from shelves, cleaning |
| Reach – below shoulder | X | D |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | X |  |

 | Serving meals from steam-table, getting supplies off low shelves |
| Reach-below shoulder extended | X | D |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  X |  |

 | Serving meals from steam-table, getting supplies off low shelves, cleaning |
| Handling  | X | E |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | X |  |

 | Portioning and plating food |
| Gripping | X | E |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | X |  |

 | Portioning and playing food using scoops, spoons, ladles, etc. |
| Fine finger movements | X | E |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | X |  |

 | Preparing food ex. Sandwiches |
|  | **PHYSICAL DEMANDS** | Required | Side | **FREQUENCY** 1 2 3 4 Sel Low Mod High | **COMMENTS**Explain task performed |
| **Postures and Mobility** | Neck Flexion | X | E |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | X |  |

 | Multi- tasking at work station |
| Neck Rotation | X | E |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | X |  |

 | Setting tables, serving |
| Neck Extension | X | E |

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| --- | --- | --- | --- |
|  |  | X |  |

 | Washing tables, clearing equipment |
| Sitting | X |  |

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| --- | --- | --- | --- |
| X |  |  |  |

 | During meetings, breaks |
| Standing | X | E |

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| --- | --- | --- | --- |
|  |  |  | X |

 | All duties are standing |
| Walking | X | E |

|  |  |  |  |
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|  |  |  | X |

 | Travelling in dining room & b/n floors, in kitchen |
| Climbing | X |  |

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| --- | --- | --- | --- |
| X |  |  |  |

 | Retrieve items on lower shelf & cambro cart stairs |
| Bending | X | E |

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| --- | --- | --- | --- |
|  |  | X |  |

 | Serving from steam tables, setting tables, cleaning equipment |
| Crouching | X |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  | X |  |  |

 | Cleaning carts, etc |
| Kneeling/crawling | X |  |

|  |  |  |  |
| --- | --- | --- | --- |
| X |  |  |  |

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| Balancing | X | B |

|  |  |  |  |
| --- | --- | --- | --- |
|  | X |  |  |

 | Serving food tables |
| Repetition hands | X | E |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  | X |

 | Serving food using scoops |
| Repetition other body parts. | X | E |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  | X |

 | Serving food, hand, arm |
| Dynamic postures | X |  E |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  | X |

 | Serving food, cleaning equipment |
| Static postures | X | B |

|  |  |  |  |
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|  |  | X |  |

 | Constantly during meal service |
| **Perception** | Hearing conversations | X | B |

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| --- | --- | --- | --- |
|  |  |  | X |

 | Continually during shift  |
| Hearing other sounds | X | B |

|  |  |  |  |
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|  |  |  | X |

 | Throughout shift in dining areas, main kitchen  |
| Vision- Near | X | B |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  | X |

 | Reading menus, proportions, directions, labelling foods etc. |
| Vision – Far | X | B |

|  |  |  |  |
| --- | --- | --- | --- |
| X |  |  |  |

 |  |
| Vision – colour | X | E |

|  |  |  |  |
| --- | --- | --- | --- |
|  | X |  |  |

 | Serving and preparing foods, labelling food items |
| Perception - Spatial | X | E |

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| --- | --- | --- | --- |
|  |  | X |  |

 | Serving & preparing food |
| Perception - Form | X | E |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | X |  |

 | Serving & preparing food |
| Perception - Depth | X | E |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | X |  |

 | Serving & preparing food |
| Feeling | X |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | X |  |

 | Serving & preparing food |
| Reading | X |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | X |  |

 | Throughout shift, dining tool, audits, therapeutic menus |
| Writing | X |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  | X |  |  |

 | Reports, temperatures, etc. |
| Speech | X |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  | X |

 | Ongoing verbal communication throughout shifts |

|  |  |  |  |  |  |
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| **Work Environment** | **PHYSICAL DEMANDS** | Required | Side | **FREQUENCY**1 2 3 4 Sel Low Mod High | **COMMENTS**Explain task performed |
| Work indoors | X |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  | X |

 | Indoor work only |
| Work outdoors |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| X |  |  |  |

 | Occ. At BBQ’s, etc |
| Hot conditions >25 c | X |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  | X |

 | In main kitchen near hot equip, hot water, steam, etc |
| Cold conditions<10 c | X |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | X |  |

 | Moving in and out of freezer/fridge |
| Humidity | X |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  | X |

 | Working near steamer, dishwasher, steam table, etc |
| Dust |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| X |  |  |  |

 |  |