

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			

Area	Physical Demands	Required	Side	Frequency				Maximum force (kg)	Average force (kg)	Comments Explain task performed
				1 Sel	2 Low	3 Mod	4 High			
Strength	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

Area	Physical Demands	Required	Side	Frequency				Maximum force (kg)	Average force (kg)	Comments Explain task performed
				1 Sel	2 Low	3 Mod	4 High			
	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		
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			X		Washing tables, clearing equipment		
	Sitting	X		X				During meetings, breaks		
	Standing	X	E				X	All duties are standing		
	Walking	X	E				X	Travelling in dining room & b/n floors, in kitchen		
	Climbing	X		X				Retrieve items on lower shelf & cambro cart stairs		
	Bending	X	E			X		Serving from steam tables, setting tables, cleaning equipment		
	Kneeling/crawling	X		X				Cleaning carts, etc		
	Balancing	X			X					

Area	Physical Demands	Required	Side	Frequency				Maximum force (kg)	Average force (kg)	Comments Explain task performed
				1 Sel	2 Low	3 Mod	4 High			
	Repetition hands	X	B				X		Serving food tables	
	Repetition other body parts.	X	E				X		Serving food using scoops	
	Dynamic postures	X	E				X		Serving food, hand, arm	
	Static postures	X	E			X			Serving food, cleaning equipment	
Perception	Hearing conversations	X	B				X		Constantly during meal service	
	Hearing other sounds	X	B				X		Continually during shift	
	Vision- near	X	B				X		Throughout shift in dining areas, main kitchen	
	Vision – far	X	B	X					Reading menus, proportions, directions, labelling foods etc.	
	Vision – colour	X	E		X					
	Perception-spatial	X	E			X			Serving and preparing foods, labelling food items	
	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			Serving & preparing food	
	Writing	X			X				Throughout shift, dining tool, audits, therapeutic menus	
	Speech	X						X	Reports, temperatures, etc.	
Work Environment	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	

Area	Physical Demands	Required	Side	Frequency				Maximum force (kg)	Average force (kg)	Comments Explain task performed
				1 Sel	2 Low	3 Mod	4 High			
	Dust	X		X					Indoor work only	
	Fumes									
	Hazardous machines									
	Moving objects									
	Noise									
	Electrical hazards									
	Sharp tools									
	Slippery conditions									
	Vibration									
	Chemical irritants									
	Medical waste									
	Blood products									
	Congested work area									
	Lighting-direct									
	Lighting – indirect									
	Lighting-florescent									
	Lighting-incandescent									
	Work alone									
	Operate equipment or machinery									
	Public Interaction									