

Food Services Coordinator

Effective: 22 October 2018

Revised:

SUMMARY

- Oversees the provision of all food services and is the direct supervisor for a small efficient team of kitchen staff including cooks, servers, and volunteers.
- Mentoring and coaching tenant volunteers to obtain skills and experience is a component of the position.
- In addition to ensuring timely delivery of meals, the Food Service Coordinator understands and promotes the role of meals and food as an integral part a therapeutic environment.
- Plays a major role in maintaining positive attitudes in the kitchen community by frequent communication with kitchen staff and by giving effective feedback about work performance.

QUALIFICATIONS

Education and Experience

1. Professional culinary training equal or equivalent to a Red Seal Interprovincial Program (5,000 hours);
2. Five or more years of professional cooking or catering experience with two or more years supervisory and/or management experience in the culinary field;
3. Demonstrated ability to teach, supervise, and evaluate employees and a strong interest in training and coaching;

Skills and Knowledge

INTERPERSONAL SKILLS

1. Remains calm in a busy kitchen environment;
2. Maintains healthy personal and professional boundaries (see ICCS code of ethics);
3. Performs effective conflict resolution with team members;
4. Possesses both assertiveness and tact when coaching, training, and evaluating employees;
5. Works as a member of a team and senses and contributes to the programs therapeutic culture;
6. Practices self-care.

TASK RELATED SKILLS

1. Experience with Institutional or residential quantity cooking;
2. Proficient at maintaining a clean and well-ordered environment;
3. Follows protocols and procedures consistently and faithfully, remembering the spirit and intention behind them;
4. Proficient at time management, including the ability to prioritize and multitask;
5. Demonstrates professionalism, including the understanding and practice of professional ethics;
6. Adapts to changes in the work environment, including changes in technology and best practices;

7. Learns and acquires new skills to maintain competency on the job, including skills related to office tasks, client care, and professional development.

COMMUNICATION SKILLS

1. Has mastery of the methods of communication established in effective kitchens;
2. Communicates well verbally and in writing and masters the required technology and applications;
3. Able to consistently follow guidelines for documentation;
4. Proficient at typing and interacting with computers to enter data on a daily basis.

KNOWLEDGE

1. Knowledge of food, meal preparation, and the functions of an efficient kitchen;
2. Understands the therapeutic role of food in a successful supportive housing environment
3. Understands the “Housing First” model and the concept of “barriers,” to housing;
4. Possesses knowledge of theories, principles, and practices in the field of mental health and addiction services;
5. Understands the needs of individuals with concurrent disorders;
6. Understands the nutritional needs of individuals with substance use disorders or who may be malnourished due to poverty or homelessness;
7. Is familiar with common health issues and is sensitive to cultural and ethnic taboos and teachings related to gender;
8. Maintains a basic awareness of “street culture.”

REQUIREMENTS

1. Required to possess and maintain a moderate level of physical fitness;
2. Required to fill out and submit the Ministry of Public Safety and Solicitor General’s “Criminal Records Review Program Consent to a CRIMINAL RECORD CHECK” form #PSSG10-031 (for working with children and/or vulnerable adults) prior to training or working a shift;
3. Required to understand the philosophy of ICCS and adhere to and reflect the Society’s code of ethics to the community;
4. Required to have a class 5 drivers licence and dependable transportation;
5. Required to use a client-centred and strength-based approach to meet people where they are at.

DUTIES

Oversees the operation of all the food services at the Support Housing program.

ADMINISTRATION

1. Reviews the facilities provided, compares it to the meal preparation needs of program, and makes recommendations for changes and improvements;
2. Ensures that the eating and cooking areas are equipped and function well and orders replacement furniture, appliances, and supplies as needed according to the established budget;
3. Purchases other kitchen equipment and utensils as needed and within approved budget limits;
4. Maintains an inventory of all related equipment and appliances;
5. Develops a rotating dinner menu and supporting nutrition plan in accordance with accepted guidelines such as Canada’s Food Guide for Healthy Eating and the individual dietary needs of the clients;
6. Plans and orders food and supplies for the creation of 80 meals per night;
7. Maintain all food service inventories;
8. Plans and places all food service related orders;
9. Ensure proper receiving, storage, and rotation of products to comply with regulatory standards;

10. Develops routines to minimize waste and maximize thorough usage of food through careful ordering proper and well-organized storage, use of proven recipes, and creative use of leftover food.
11. Performs yield control, tests new recipes and files recipes for all new menu items in a managed recipe books;
12. Ensures effective and efficient management of budgeted costs;
13. Keeps the controllable costs at a minimum as per industry standards;
14. Supervises meal counts, inventory updates, and procedural changes;
15. Reviews invoices from suppliers for accuracy;
1. Reviews and updates computer files related to food service annually and as needed (food inventories, signage and labels, recipe books);
2. Plans meals for special occasions;

QUALITY CONTROL

1. Ensures the quality, presentation, and timeliness of meals;
2. Ensure all food is consistently prepared and presented in a way that exceeds established quality standards;
3. Promotes the highest possible dining experiences within the limitations of the supportive housing framework;
4. Ensures the food meets the taste and expectations of the resident population;
5. Understands the concept of “comfort food” and incorporates qualities in the meals that foster a sense of home and safety;

COOKING

1. Oversees the operation of the kitchen during meal preparation and assist with the preparations of food and with cooking;
2. Ensures that special dietary needs are accommodated;

HIRING AND TRAINING

1. With the executive team, hires food service staff to maintain an adequate regular and casual pool;
2. Trains, evaluates, and disciplines employees according to ICCS policies and the collective agreement;
3. Trains and supervises volunteers and ensures they do not perform bargaining unit work;
4. Trains employees and volunteers to understand and follow all policies and procedures;
5. Schedules workers to insure uninterrupted operation of the kitchen;
6. Evaluates daily workload of all staff and assigns additional or different duties where required;
7. Uses the Workforce Now to approve requests, conduct annual evaluations, process schedule exceptions, and perform all other required human resource tasks;
8. Responds to health and safety concerns to avoid or reduce involving the Occupational Health and Safety Committee;
9. Ensures correct and timely administration of employee hiring and scheduling, staff use of time management system (ADP) and bi-weekly payroll review and sign-off;
10. Trains and supervises all food service staff in the proper preparation and presentation of menu items according to established standards;
11. Identify ongoing training needs of staff;
12. Performs Staff Evaluations

SAFETY AND SANITATION

1. Follows all safety and health standards for a supportive housing kitchen;
2. Ensures that equipment is cleaned and maintained according to industry established routines;
3. Trains and oversees staff to ensure safety and sanitation in food preparation areas;
4. Trains and supervises staff to exceed basic sanitation standards;
5. Trains staff for safe and proper use of all equipment, chemicals, and utensils;
6. Ensures all equipment is safe and kept in good working condition;
7. Ensures a reasonable level of security to prevent theft of food and kitchen items such as knives and sharp objects;
8. With input from the cook and others, creates routines and systems to detect and prevent theft;
9. Ensures the facility is compliant to Worksafe BC and the Health and Safety act.

WORKING WITH OTHER STAFF

1. Plans and leads staff and other group meetings to address changes or refinements to procedures;
2. Meets regularly with other program staff to coordinate services within the building;
3. Meets monthly with her supervisor and others to review issues, operations, goals, and team performance.

ADDITIONAL DUTIES

1. Adhere to all policies and procedures and all food safety requirements and legislation;
2. Other duties as assigned.