NAME\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_DATE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_DOE:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**POSITION:** Food Service Manager

**FLSA CLASS:** Exempt

**SUPERVISED BY:** Executive Director

**MINIMUM QUALIFICATIONS**

1. **Education**: High school graduate or equivalent required; some post high school courses in the food services, home economics, or nutrition helpful. Must be able to obtain the necessary licensure or certification to meet local and state food service codes.

2. **Experience:** Minimum of 6 months experience managing a residential food service department, must enjoy working with elderly individuals with Alzheimer’s or dementia required. One year experience working with elderly or mentally ill is preferred

3. **Skills:** Must possess effective written, verbal and non-verbal communication skills, stable emotional make-up, creative, caring, able to work under stress. Professional conduct, honoring boundaries, setting limits and maintaining confidentiality are a must. Must be able to plan menus that meet the nutritional needs of the residents while maintaining budgetary constraints. Must be able to effectively supervise a small kitchen staff. Must be able to order and maintain the food and supplies for the kitchen. Must be able to maintain the strictest sanitary principles for the kitchen.

4. **Physical Requirements:** Must be able to meet physical demands of lifting and moving over 50 pounds, walking and standing for long periods of time.

**POSITION SUMMARY**

The Food Service Manager is responsible for all aspects of the kitchen and dietary services for the facility. This position is one requiring a great deal of creativity and flexibility. The Food Service Manager assures that residents are adequately nourished and hydrated. Items which are safety hazards must be strictly controlled. The Food Service Manager must be able to interact therapeutically with the residents. The Food Service Manager provides ongoing supervision to kitchen staff. The Food Service Manager is responsible for screening and hiring kitchen staff and training direct care staff in proper kitchen procedures.

**Performance Rating Definitions**

Individual performance will be evaluated using the following scale:

1. **Unsatisfactory:** Achieves results which are far less than the standards identified for the performance factors rated.
2. **Needs Improvement:** Achieves results which are less than the standards identified for the performance factors rated. Exhibits the potential to become a competent performer. May be new to job or need skill development.
3. **Meets Standards:** Achieves results which meet the standards identified for the performance factors rated. This rating is the expected level of performance.
4. **Exceeds Standards:** Achieves results which usually exceed the standards identified for the performance factors rated.

**Responsibility I: PLANNING**

1. Plans menus for meals and snacks which meet the basic nutritional needs of the residents.
2. Menus are posted daily.
3. All necessary kitchen supplies and food are purchased and available prior to the scheduled menu.
4. Supplies and food are ordered within budgetary constraints.

**Responsibility II: PROVIDES FOR RESIDENT SAFETY**

1. Residents are closely monitored for safety and cleanliness during cooking activities.
2. Harmful items are monitored closely during resident use and put away immediately after each use.
3. Dangerous kitchen objects are not found in the possession of residents, or in their rooms, or available to the residents on the living unit.

**Responsibility III: SANITATION MEASURES**

1. Uses appropriate sanitation measures to assure cleanliness of kitchen.
2. Maintains kitchen appliances in the cleanest possible state.
3. Maintains a schedule of kitchen cleaning rotation.
4. Enforces Infection Control procedures as they apply to kitchen areas.

**Responsibility IV: IMPLEMENTATION**

1. Consistently provides tasty, attractive and nutritionally sound meals and snacks.
2. Spending for kitchen food, supplies and staffing are within budgetary constraints.
3. Provides an adequate amount of food at each meal for residents, scheduled guests and scheduled staff

**Responsibility V: EVALUATION**

1. Provides for ongoing evaluation of food services.
2. Seeks input from others on the quality of the meal services.

**Responsibility VI:** **REINFORCES GOALS**

1. Attends and participates in weekly team meetings.
2. Adheres to program guidelines in response to residents' behaviors.
3. Asks for clarification and direction from administrator in approaches used with

the residents.

**Responsibility VI: STAFF TRAINING**

1. Assists the administrator and nurses in the orientation of newly hired staff.
2. Trains all staff on the sanitary measures to be utilized when in the kitchen.
3. Provides one staff training session every quarter on Food Services or a related topic.

**Responsibility VII: SUPERVISION**

1. Screens and hires kitchen staff as needed.
2. Trains food service staff on all kitchen procedures.
3. Provides ongoing feedback regarding performance to kitchen staff.
4. Formulates and maintains kitchen service staff schedule
5. Counsels kitchen staff constructively as needed when performance is less that standard.
6. Provides positive feedback to kitchen personnel as needed.
7. Seeks direction from administrator regarding kitchen management when needed.

**Responsibility VIII: REGULATORY COMPLIANCE**

1. Assures that kitchen practices, policies and procedures are in compliance with local and state

licensing standards.

1. Maintains files to document compliance with local and state licensing standards.

**Responsibility IX: TRAINING/IN-SERVICE**

1. Successfully completes required training and in-service on an annual basis or as required.
2. Attends at least one continuing education program per year.

**Responsibility X: ATTENDANCE**

1. Maintains an attendance record that remains within the established attendance policy.
2. Follows all procedures and policies in relation to requesting time off, documenting time worked, and use of PTO.

**Responsibility XI: GENERAL SAFETY**

1. Adheres to facility safety procedures.
2. Reports observed safety hazards and takes appropriate steps to resolve the safety issue if able.
3. Attends safety training.

**Responsibility XII: INITIATIVE/CREATIVITY**

1. Consistently seeks new ideas and methods to meet the resident’s needs.
2. Effectively plans workload and handles emergencies appropriately.

**Responsibility XIII: COOPERATION/ATTITUDE**

1. Work place behavior reflects the willingness to be a team player:
2. Willingness to cooperate with others.
3. Willingness to conform to rules of work.
4. Displays a positive attitude towards work and facility.
5. Willingness to assist others.
6. Ability to recognize, participate and adjust to change in situations and work assignments.
7. Is dependable, can be counted on to do assigned tasks without strict supervision.
8. Conforms to expectations of professional appearance, personal hygiene and grooming.
9. Communications with others (courtesy, voice tone, facial expressions, gestures) are appropriate at all times and do not cause discord among the staff, families, or visitors.
10. There is the absence of argumentative reluctance.

**Responsibility XIV: INITIATIVE/CREATIVITY**

1. Has the ability to be imaginative and consistently seeks improved methods of operations:
2. Continually seeks new and better ways of doing things; is extremely imaginative
3. Frequently suggests new ways of doing things; very imaginative
4. Occasionally comes up with a new idea
5. Rarely has a new idea; is unimaginative (resists change)

**Responsibility XV: DEPENDABILITY**

1. Can be counted on to do assigned tasks without the need for strict supervision.
2. Performs others duties as assigned or requested.

Acknowledged: Date: