



Hay River Health & Social Services Authority | Administration des services de santé et des services sociaux de Hay River  
37911 MacKenzie Highway | 37911, route MacKenzie  
Hay River, NT X0E 0R6

## Job Description

### IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
U02-28, CA-1195	Cook II	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Food Services	Manager, Support Services	Woodland Manor Hay River Regional Health Center

### PURPOSE OF THE POSITION

The incumbent performs duties related to the preparation and service of food for patients, residents, staff, volunteers, customers and other users of the Hay River Health & Social Services Authority in a manner consistent with high standards of food preparation and nutrition under the supervision of the Manager, Support Services to ensure safe and nutritious meals are provided.

### SCOPE

This position may be located at one of the Hay River Health & Social Services Authority (HRHSSA) locations. They include the Hay River Regional Health Center (HRRHC), the Gensen Building, Woodland Manor, Supportive Living Services and/or H.H. Williams Memorial Hospital (HHWMH). The HRHSSA is an accredited, integrated health authority that provides the following services: 19 acute inpatient beds (14 Community Support Beds, 1 Family Suite (Palliative), 2 Secure Rooms, 2 Observation beds), Emergency and Ambulatory Care, including dialysis and endoscopy; Midwifery Care and Delivery; 25 Long Term Care beds; Supportive Living Campus, a Territorial campus providing 11 permanent residences; Diagnostic Services (Diagnostic Imaging, Ultrasound, Mammography); Laboratory; Medical and Specialty Clinics including Diabetes programming; Social Programs (Community Counselling, Healthy Families and Child and Family Services) Community Health and Home Care, Rehabilitation which include Physiotherapy, Occupational Therapy and Speech Language Pathology; and a full range of Support Services.

Reporting to the Manager of Support Services the incumbent works as part of the Food Service team in the provision of safe and nutritious meals for patients, residents, staff, customers and other users of the Hay River Health and Social Services Authority in a manner consistent with high standards of food preparation and nutrition. Meals are provided for the assigned site, which may include patients, residents, visitors, 5-10 Meals on Wheels clients and approximately 15-90

cafeteria patrons for lunch meals. Failure to perform duties completely, safely, and promptly would directly affect the service delivery of the department, and may affect the well-being and comfort of clients.

## **RESPONSIBILITIES**

### **1. Prepares and delivers safe and nutritious meals in accordance with department policies and procedures.**

#### **Main Activities:**

- Ensures that standardized recipes and approved portioning procedures are observed at all times.
- Ensures the palatability and appetizing appearance of food.
- Ensures that all products in storage are covered, labeled and dated.
- Ensures cooperation with fellow employees and willingly assists where and when needed.
- Ensures that all products are received, prepared, stored and served according to temperature standards and departmental policies and procedures.
- Clears dining area, operates dishwasher, soaks and washes heavily soiled items and puts clean dishes away.
- Prepares dining area, sets tables for next meal.

### **2. Responsible for the maintenance of a sanitary work area, equipment, and work techniques and adherence to safety rules, policies and procedures to ensure food safety.**

#### **Main Activities:**

- Ensures work area is clean and in sanitary conditions at all times.
- Follows policies and procedures of the department as they relate to Sanitation and Food Safety.
- Abides by WHMIS guidelines.
- Ensures temperature and other assigned quality assurance audits are completed and reported to Manager, Support Services.

### **Position Role in Client & Staff Safety:**

The HRHSSA is committed to creating a culture of safety throughout the organization. A culture of safety is necessary to provide optimal care to our clients, and a healthy workplace for staff. An organization with a culture of safety is characterized by several elements:

- Client-centered care;
- Healthy workplace;
- Open communication; and a
- Blame-free and accountable environment.

All staff throughout the organization shares the responsibility for client and staff safety by:

- Demonstrating a commitment to safety;
- Complying with safety policies, procedures and best practices;
- Identifying and reporting safety issues; and
- Participating in safety initiatives.

### **Commitment to Client Centered Care**

Recognizing that our clients are the experts for their own lives, the Hay River Health & Social Services Authority (HRHSSA) is committed to support our clients as leaders to accomplish the

goals that they have set out for us in their personal care. The (HRHSSA) will endeavor to provide client centered care through the following:

- Involving clients in their care by reducing barriers that may inhibit our ability to help them.
- Providing a culture that will ensure clients have a voice and participate in their own personal care.
- Empowering clients through improving client satisfaction, enhancing the quality of care and ultimately the quality of life for our clients.
- Focusing on the experience of the client from their perspective and listening to their needs.
- Fostering collaboration between the client and organization by working together to achieve our goals.
- Providing continuous dialogue with the clients to ensure that each and every client is seen as a unique individual.
- Ensuring staff are provided with the training and tools required to complete the best job possible.

### **Criminal Record Check**

Employment with the Hay River Health & Social Services Authority is contingent on providing a satisfactory criminal record check including the vulnerable sector check to the Human Resources Office prior to the official start date of a position.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of food, food preparation and equipment, safe food handling, and proper storage methods.
- Basic knowledge and skills related to nutrition, cooking, serving methods, and portion control.
- Reliable and able to work independently and with minimal supervision.
- Effective communication, interpersonal, and organizational skills.
- Must have ability to read, interpret and comprehend menus, procedures, recipes, etc.
- Customer service focused.
- Must be able to acquire within a reasonable time frame and remain current with the following mandatory certifications:
  - Non-Violent Crisis Intervention

These skills generally are acquired through completion of a Grade 12 education and on the job training.

### **WORKING CONDITIONS**

#### **Physical Demands**

There are significant physical demands required of this position including heavy lifting, carrying heavy items, constant standing or walking, moderate amount of bending as well as frequent repetitive movements. As well, the incumbent will be dealing with hot equipment, food and potentially dangerous cleaning chemicals.

**Environmental Conditions**

The incumbent works in an environment that can be either hot, cold, or noisy at times. He/she works with WHMIS controlled products as well as with kitchen equipment including knives and other equipment that may cause injury if not properly used.

**Sensory Demands**

The incumbent utilizes senses to assess appropriateness and acceptability of final product before serving item to residents and staff.

**Mental Demands**

A healthcare environment can be stressful for patients, residents, staff and/or visitors and the incumbent may encounter people in difficult or dangerous situations and be required to react in a professional and timely manner. Stress is caused by the constant noise of the area as well as the need to insure errors are not made in the preparation and delivery of food. The incumbent will also need to work with strict deadlines and occasionally difficult customers.

**CERTIFICATION**

**Position Number:**

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<p>_____ Supervisor Title</p> <p>_____ Supervisor Signature</p> <p>_____ Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<p>_____ Director/Chief Executive Officer Signature</p> <p>_____ Date</p> <p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p>	

**The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.**

Revised: July 2002  
Editorial Changes: November 2009  
Editorial Changes: January 2011  
Scope – August 2011  
Logo, Scope, Editorial – May 2018  
NVCi requirement – Dec 2020