



Job Description

IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
U-03-27, U-04-27, U-05-27, U-07-27, U-08-27, U-11-27, CA-1195	Dietary Aide	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Food Services	Manager, Support Services	Hay River Regional Health Center Woodland Manor

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, Dietary 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, and/or Supportive Living Services. 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.

The incumbent works as part of the Dietary team, under the direction of the Manager, Support

Services, to provide meal service to patients, residents and visitors; 5 - 10 Meals on Wheels recipients, as well as approximately 15 - 80 cafeteria patrons for lunch meals varying by site. 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 patients and residents.

RESPONSIBILITIES

1. Performs duties related to the service and distribution of safe and nutritious food including simple food preparation.

Main Activities:

- Preparing breakfast meals, sandwiches, salads, nourishments, and beverages;
- Assembling patients and residents meal trays in accordance to menu, diet specifications and portion control standards;
- Stripping meal trays or clears dining area in preparation for dishwashing, operates dishwasher, soaks and washing heavily soiled items and putting clean dishes away;
- Ensuring that all products are received, prepared, stored, and served according to temperature standards and departmental policies and procedures;
- Operating a cash register;
- Completing cash deposits as per departmental procedures;
- Stocking the cafeteria and galleys as per departmental standards; and
- Completing and recording preparation for special functions as required.
- Prepares dining area and sets tables for next meal as required by site.

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

Main Activities:

- Ensuring work areas are clean and in sanitary condition according to work schedules at all times;
- Completing cleaning according to schedule;
- Ensuring work area, equipment, and floor are clean before going off duty;
- Operating kitchen equipment following safety rules and regulations of the department;
- Following policies and procedures of the department as they relate to Sanitation and Food Safety; and
- Ensuring 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

- Basic knowledge of food service equipment.
- Knowledge of safety and hygiene in food handling.
- Knowledge of cleaning and sanitizing procedures.
- Reliable and able to work 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 previous related experience 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, humid and noisy at times. He/she works with WHMIS controlled products as well as with kitchen equipment including knives, meat slicer, and other equipment that may cause injury if not properly used.

Sensory Demands

No special sensory abilities required

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: August 19, 2010
Editorial Changes: November 2009
Editorial Changes: January 2011
New scope added: July 2011
Scope, logo, commitment statement: Sept 2017
Remove HH Williams: December 2018
Added NVCI requirement – December 2020