

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT

(MACASSA AND WENTWORTH LODGES – 701 UPPER SHERMAN AVE, HAMILTON AND 41 SOUTH ST. W., DUNDAS)

DIRECTOR, FOOD SERVICES - LODGES

The Healthy & Safe Communities Department is committed to its people and is dedicated to building a strong and healthy community. We are passionate about making a difference and are recognized for our excellence. We offer a respectful and supportive workplace that provides life-long learning opportunities, leadership, innovation and performance excellence.

We are looking for high performing public servants who are interested in experiencing a challenging, rewarding, enjoyable, and fulfilling career. The successful candidate will demonstrate an ability to provide excellent client service in a respectful, courageous, empathetic, just and ethical manner. Your ability to set and achieve personal goals, professional goals and contribute to the goals of the organization will result in high job satisfaction.

SUMMARY OF DUTIES

Reporting directly to the Administrator, Lodge, the Director, Food Services – Lodges provides leadership and management of the operation of all functions of the Food Services Department. Responsible for both short and long term strategic planning, policy development and evaluation of food and nutrition services.

GENERAL DUTIES

Direct, control, organize and administer the food preparation and services within the Lodges for residents, staff, Meals-On-Wheels clients, visitors and volunteers.

In consultation with the Administrator, plan and develop food service policies, programs and procedures for the Food Services Department consistent with City and Lodge policies and objectives in a cost effective and efficient manner.

Ensure compliance with all provincial and federal regulations which govern the Food Services Department including the Occupational Health & Safety Act, Commission on Accreditation of Rehabilitation Facilities (CARF), Ontario Fire Code, as well as the City of Hamilton Bylaws and any other applicable legislation/regulations/guidelines.

Ensure the safety and security of staff, residents, volunteers and visitors.

Responsible for developing a statement of mission for the Department and short and long-range goals and objectives to achieve that mission.

Responsible for setting standards for all activities of the Department including but not limited to storing, preparation, service of food, sanitation and infection control, quality improvement, occupational health and safety and staff performance standards.

Responsible for overseeing assessment of residents' nutritional needs and seeing those needs are met through the Food Service Department, other departments and other members of the Resident Care Team.

Develop a cycle menu to meet the residents' nutritional needs and maintain on-going evaluation of the menu with informal and formal input from staff, residents and families.

Prepare the Food Service Department budgets and maintain financial scope of operation within budget limitations. Participate in the overall planning, coordination, policy development, decision making and budget preparation of the facility with other Management Team members. Help prepare the Lodges Annual (Strategic) Plan.

Responsible for all personnel administration within the Department, including hiring, orientation, training, discipline, work schedules, job descriptions, payroll and performance appraisals of 40 – 85 front line staff. Daily scheduling of staff and weekly payroll review, revision and approval using Kronos (computerized payroll and scheduling program).

Responsible for the continuous improvement and quality plan including audits (daily, weekly, monthly), analysis, evaluation and implementation of any required changes. Completion of the Ministry of Long-Term Care inspection and program evaluations as required.

Develop specification for Requests for Quotations, Request for tenders, emergency and single source polices and reports in accordance with procurement policies.

Certified management member of the Joint Health & Safety Committee, as directed.

Acting Administrator when designated by the Administrator as needed.

Ensure mandated infection control standards are followed by all Dietary staff as well as for construction/renovation projects. Member of the Outbreak Management Team.

Direct the receipt of all goods for the Lodge.

Ensure that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensure that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensure that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

Perform other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. Demonstrated senior management experience in a broad range of food and nutrition management normally acquired through Baccalaureate Degree in Food or Nutrition Management or an equivalent combination of education and relevant work experience.
2. Eligible for membership in the Canadian Society of Nutrition Management or eligible for Registration with the College of Dietitians of Ontario.
3. Considerable competency in nutrition and food management in a health-care setting, preferably a long term care facility. Knowledge of Public Health Food Premises Legislation and Infection Control Regulations.
4. Extensive knowledge of legislation related to long term care including the Fixing Long-Term Care Act 2021 & Ontario Regulation 246/22.
5. Extensive knowledge of the management of quantity food service as well as principles of normal and therapeutic geriatric nutrition in an institutional health care setting.
6. Demonstrated competency to manage a large multi-disciplinary staff, preferably in a unionized environment, utilizing pro-active management skills.
7. Excellent interpersonal skills including an ability to establish and build effective relationships with staff working in a unionized work environment, as well as with the residents and their families.
8. Demonstrated supervisory, prioritizing, coaching, leadership and team-building skills along with demonstrated decision-making and problem solving skills dealing with challenging situations.
9. Demonstrated skills and experience in strategic and operational planning, critical and analytical thinking, risk management, continuous improvement and program evaluation.

10. Must possess excellent organization and time management skills with the ability to take charge in emergency situations.
11. Thorough knowledge and understanding of statutes and regulations relating to WHMIS legislation, Occupational Health and Safety, Ontario Human Rights Code and applicable regulations as it relates to this position.
12. Demonstrated financial management skills in developing, implementing and monitoring division budgets.
13. Excellent written and verbal communication skills with the ability to effectively reach all levels of staff and seniors.
14. Ability to motivate and lead employees utilizing the corporate strategic priorities and cultural pillars.
15. Experience in a computerized environment. Proficiency in food service software applications (i.e. Mijava/Computrition), Point Click Care, Kronos and Microsoft Office (Microsoft Outlook, Word and Excel).

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
