

# CITY OF HAMILTON

## HEALTHY & SAFE COMMUNITIES DEPARTMENT

(MACASSA LODGE – FOOD SERVICES - LOCATION – 701 UPPER SHERMAN AVE.)

### FOOD SERVICES SUPERVISOR

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 to the Director of Food Services (Macassa Lodge) responsible for the administration and supervision of food services programs and procedures at Macassa Lodge.

### GENERAL DUTIES

Responsible for all food production and establishment and maintenance of quality standards to assure safe and acceptable product delivery to the resident or client.

Coordination of inventory and procurement of food service supplies ensuring that all products meet specifications as required for production and maintenance of financial controls.

Supervise the usage of food service supplies and equipment assuring careful and proper usage and elimination of waste.

Responsible for the assignment of staff duties and re-allocation of staff as required to meet changing requirements.

Prepare and maintain within budgetary guidelines, time schedules and payroll functions.

Assist in the orientation, training and in-service programs for food services staff.

Review, with the Director of Food Services, work performances of food service staff to ensure conformance with established standards and the efficient operation of the department.

Supervise the work of food services staff in accordance with assigned duties.

Ensure that the department is compliant in meeting the requirements of all local and federal laws and corporate standards, policies and procedures relating to Health & Food Safety practices.

Assist in the therapeutic program as it relates to the nutritional care of the residents.

Perform quality improvement activities.

Responsible for the operation of the department in the absence of the Director of Food Services.

Maintain a spirit of co-operation with other departments and a good relationship with visitors, volunteers and the

community.

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.

Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

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

**QUALIFICATIONS**

1. Demonstrated experience in food service or nutrition management normally acquired through a completion of a post secondary (University or College) education or an equivalent combination of education and relevant work experience.
2. Member of Canadian Society of Nutrition Management (CSNM) or eligible for CSNM designation.
3. Minimum three (3) years supervisory experience in a long term care setting.
4. Previous supervisory experience working in a unionized environment.
5. Strong background and knowledge of food service production.
6. Previous experience with software programs as they relate to food production, resident care documentation, records management database software and RAI-MDS software.
7. Must possess effective leadership, interpersonal and team building skills as well as a positive attitude and an ability to engage staff.
8. Expertise in managing budget restrictions and staffing issues.
9. Strong organizational and problem solving skills and the ability to meet competing demands.
10. Superior customer service and relationship skills with the ability to relate well to all levels including staff, seniors and the general public.
11. Demonstration of exceptional oral and written communication skills.
12. Solid understanding of the Long Term Care Act and Regulations, Occupational Health and Safety Act and other applicable regulations as it relates to the position.
13. Proficient computer skills in Microsoft Office Applications (Microsoft Outlook, Word and Excel).

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

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