

JOB DESCRIPTION

Position: Food Service Worker

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| POSITION TITLE: Food Service Worker | DEPARTMENT: Nutritional Services |
| APPROVED BY: Support Services Manager | IHA JOB CODE: Click here to enter text. |
| LATEST REVIEW OF JOB DESCRIPTION: 03/2018 | LATEST REVISION OF JOB DESCRIPTION: 03/2018 |
| FORMER REVISION: 09/2016 | EXEMPTION STATUS: Exempt Non-exempt X |

Job Summary:
To ensure that Nutritional Services deliver excellent quality service to all customers and patients. Helps promote the Mission, Vision, and Behavioral Standards of DCH.

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| JOB QUALIFICATIONS: |
| Education and Training: High School Diploma or GED required; Demonstrated ability to read, write, comprehend, and respond to simple instruction required. Demonstrated ability to answer telephone and relay messages and diet orders/catering requests accurately is required. Ability to complete all required monthly and annual departmental or hospital training in classroom, small group, or online setting as assigned |
| Licensures/ Certifications: ServSafe Certification is not required. Training provided if certification is desired. |
| Experience: Commercial kitchen experience in restaurant, hospital, long-term care, or fast food facility preferred but not required. |
| Skills and Abilities: Demonstrated ability to read, write, comprehend, and respond appropriately to simple instruction ; Ability to perform under stress when confronted with an emergency; Adaptability to performing a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure; Normal visual acuity required to maintain accuracy and neatness of work; Ability to see stains and tears in linen and laundry when sorting and folding; Demonstrated physical ability to Stoop, Crouch, Stand, Walk, Talk, Hear, Reach, Push, and Lift |

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| REPORTING RELATIONSHIPS: | |
| Reports to: Nutritional Services Manager | Supervises: None |

Essential Duties and Responsibilities
The following description of job responsibility and standards is intended to reflect the major responsibilities and duties of the job, but is not intended to describe minor duties and other responsibilities as may be assigned. All are essential job functions according to ADA guidelines and are listed in order of importance.

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| 1. Prepares Baked goods using approved recipes, menus, portion guides, and rotation guides, and "clean as you go" procedures to meet needs of patients, café and caterings as assigned (assisting the Cook position). |
| 2. Prepares cold foods using approved recipes, menus, portion guides, and rotation guides and "clean as you go" procedures to meet needs of patients, residents, café, and caterings as assigned (assisting the Cook position). |
| 3. Is routinely able to correctly select the right menu and modify individual items to meet the complete patient diet order. Routinely reviews approved diet manual and requests training from the consultant or registered dietitian (RD) as needed for better understanding. |
| 4. Works in dish room after each meal and cleans tables in the café, routinely completes daily, weekly, and monthly cleaning tasks as assigned (by scheduled position or cleaning schedule) |
| 5. Runs cash register accurately, makes change correctly, fills out cash control paperwork properly, and maintains register drawer within proper under/over percentage; Can also maintain paper and provide customer receipts accurately |
| 6. Assists cook in serving on acute care, café, and catered functions. In acute care this means introducing yourself to the patient, verifying their names and birth date, showing them their menu items and explaining what they are. |
| 7. Routinely assists cook and Lead positions in areas of food procurement, receiving, and food storage (walk-in Freezer, walk-in refrigerator, & dry storage), dating items appropriately. |
| 8. Routinely stocks café areas with appropriately dated food items according to established par levels, dates, and rotation guides on a daily basis. |
| 9. Communicates effectively with team members –answers telephone courteously, relays messages appropriately, transcribes diet orders correctly, communicates between shifts appropriately |
| 10. Uses computer daily to check hospital email & complete assigned on-line training; prints patient tray cards and diet information reports; also can print café nutrition information labels and or café pricing labels |
| 11. Attends at least 75% of Department meetings; Completes all monthly training (departmental and hospital). |

Food Service Worker – Physical Demands

| | Nvr 0 % | Rare 1-5 | Seld 6-19 | Occas 20-33 | Freq 34-66 | Cont 67-100 | | Nvr 0 % | Rare 1-5 | Seld 6-19 | Occas 20-33 | Freq 34-66 | Cont 67-100 |
|--------------|---------------|-------------|--------------|----------------|---------------|----------------|------------------------------------|---------------|-------------|--------------|----------------|---------------|----------------|
| LIFT | | | | | | | PHYSICAL ACTIVITIES | | | | | | |
| 1 - 10 lbs. | | | | | | 10# | Balancing | | | | | x | |
| 11 - 20 | | | | | 20# | | Bend/Stoop | | | | | | x |
| 21 - 35 | | | | x | | | Twisting | | | | x | | |
| 36 - 50 | | | | 50# | | | Crouch/Squat | | | | | | x |
| 51-65 | | x | | | | | Kneeling | | | x | | | |
| 66-75 | | x | | | | | Crawling | x | | | | | |
| CARRY | | | | | | | Sitting | | | x | | | |
| 1 - 10 lbs. | | | | | | 10# | Standing | | | | | | x |
| 11 - 20 | | | | | 20# | | Walk-Level | | | | | | x |
| 21 - 35 | | | | x | | | Walk-Uneven | | x | | | | |
| 36 - 50 | | | | 50# | | | Climb Stairs | | x | | | | |
| 51-65 | | x | | | | | Climb Ladder | | | | x | | |
| 66-75 | | x | | | | | Reach Over shlder | | | | | | x |
| PUSH | | | | | | | Reach-at or below shlder | | | | | | x |
| 1 - 10 lbs. | | | | | | 10# | Pushing | | | | | x | |
| 11 - 20 | | | | | 20# | | Pulling | | | | | | |
| 21 - 35 | | | | x | | | Lifting | | | | | x | |
| 36 - 50 | | | | 50# | | | Use Arms | | | | | | x |
| 51-65 | | x | | | | | Use Wrists | | | | | | x |
| 66-75 | | x | | | | | Use Hands | | | | | | x |
| PULL | | | | | | | Grasping | | | | | | x |
| 1 - 10 lbs. | | | | | | 10# | Fingering | | | | | | x |
| 11 - 20 | | | | | 20# | | Foot Control | | | | | x | |
| 21 - 35 | | | | x | | | Repelitive Motion-cutting/whisking | | | | | x | |
| 36 - 50 | | | | 50# | | | Talking | | | | | | x |
| 51-65 | | x | | | | | Hearing | | | | | | x |
| 66-75 | | x | | | | | Vision | | | | | | x |
| | | | | | | | Tasting/Smelling | | | | | x | |
| | | | | | | | Feeling | | | | x | | |

Physical Requirements:

Exerting Force required of: up to 50# occasionally; up to 20# frequently; up to 10# constantly

Working Conditions:

- >May come in contact with blood or other bodily fluids
- >May be subject to hazards: chemicals, slippery floors, and working while on stepladders.
- >May be subject to atmosphere conditions: dust, fumes, odors, and aerosol sprays.

Visual Acuity Requirements:

Normal visual acuity required to maintain accuracy and neatness of work;

JOB DESCRIPTION

Position: Cook

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|---|---|
| POSITION TITLE: Cook | DEPARTMENT: Nutritional Services |
| APPROVED BY: Support Services Manager | IHA JOB CODE: Click here to enter text. |
| LATEST REVIEW OF JOB DESCRIPTION: 03/2018 | LATEST REVISION OF JOB DESCRIPTION: 03/2018 |
| FORMER REVISION: 09/2016 | EXEMPTION STATUS: Exempt Non-exempt X |
| Job Summary: To ensure that Nutritional Services deliver excellent quality service to all customers and patients. Helps promote the Mission, Vision, and Behavioral Standards of DCH. | |
| JOB QUALIFICATIONS: | |
| Education and Training: High School Diploma or GED required | |
| Licensures/ Certifications: ServSafe Certified (or equivalent, or willing to become certified within 6 months of employment). | |
| Experience: 2 years Institutional /Commercial cooking experience (hospital, long-term care) preferred. | |
| Skills and Abilities: Demonstrated ability to read, write, comprehend, and respond appropriately to simple instruction ; Demonstrated ability to answer telephone and relay messages and diet orders/catering requests accurately is required. Ability to complete all required monthly and annual departmental or hospital training in classroom, small group, or online setting as assigned Ability to perform under stress when confronted with an emergency. Adaptability to performing a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure. | |
| REPORTING RELATIONSHIPS: | |
| Reports to: Support Services Manager/Nutritional Services Manager | Supervises: None |

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| Essential Duties and Responsibilities |
| The following description of job responsibility and standards is intended to reflect the major responsibilities and duties of the job, but is not intended to describe minor duties and other responsibilities as may be assigned. All are essential job functions according to ADA guidelines and are listed in order of importance. |
| 1. Routinely and accurately prepares and serve meals for acute care patients, Café patrons, catering functions, and Meals on Wheels. This may be Breakfast and Lunch (AM cook) or Dinner/Supper (PM cook) |

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| 2. Correctly identify individual menu items that are modified appropriately (or not) to meet the complete patient diet order and is able to accurately correct errors when needed; Routinely reviews approved diet manual and requests training from the consultant or registered dietitian (RD) as needed for better understanding. |
| 3. Routinely and accurately prepares production sheet(s) for the day/meal(s) the she/he will be responsible for preparing and serving; Also responsible for using/ preparing the planning guide and utensil selection for portion control during meal service in the café. |
| 4. Routinely works 'ahead' as production requires – thawing, slicing, dicing, etc –preparing for the next day's meal service or event using menus and working with the Manager to ensure information is communicated effectively throughout the department. |
| 5. Routinely maintains all production standards of performance: food temperature documentation (cooking, holding, cooling, reheating); labeling and dating. |
| 6. Opens/Closes Department using appropriate closing checklists that include: ensuring completed temperature logs for refrigeration units; on/off for electrical/gas equipment; locking/unlocking appropriate doors/cabinets; ensuring cash handling procedures are followed. |
| 7. Upon arriving at work, routinely reviews menus and recipes for: patients, caterings (logs & menus), specials, and Meals on Wheels. Must be able to identify substitutions needed to be made and plan/document correctly for diet requirements. |
| 8. Routinely assists Manager in areas of food procurement, receiving, and food storage (walk-in Freezer, walk-in refrigerator, & dry storage), dating items appropriately. PRIMARY position responsible for checking in grocery orders and proper storage of same. |
| 9. Acts and communicates in a professional manner. Works to improve the culture in the Nutritional Services Department. Engaged and focused on improving "The Process" and being a "Team Player". |
| 10. Routinely keeps cooking area clean using the "clean as you go" procedures. In addition to routine daily cleaning, deep cleaning of major cleaning equipment (convection ovens, conventional ovens, range tops, steamers, fryers, and grill) is routinely completed as scheduled. |
| 11. Communicates effectively with team members –answers telephone courteously, relays messages appropriately, transcribes diet orders correctly, communicates between shifts appropriately |
| 12. Uses computer daily to check hospital email, review for special orders (Take & Bake Pizza; Catering information; etc) & completes assigned on-line training |
| 13. Attends at least 75% of Department meetings; Completes all monthly training (Departmental and hospital). |

Cook – Physical Demands

| | Nvr 0 % | Rare 1-5 | Seld 6-19 | Occas 20-33 | Freq 34-66 | Cont 67- 100 | | Nvr 0 % | Rare 1-5 | Seld 6-19 | Occas 20-33 | Freq 34-66 | Cont 67-100 |
|----------------|---------------|-------------|--------------|----------------|---------------|--------------------|-----------------------------------|---------------|-------------|--------------|----------------|---------------|----------------|
| LIFT | | | | | | | PHYSICAL ACTIVITIES | | | | | | |
| 1 - 10 lbs. | | | | | | 10# | Balancing | | | | | X | |
| 11 - 20 | | | | | | 20# | Bend/Stoop | | | | | | X |
| 21 - 35 | | | | X | | | Twisting | | | | X | | |
| 36 - 50 | | | | | | 50# | Crouch/Squat | | | | | | X |
| 51-65 | | X | | | | | Kneeling | | | X | | | |
| 66-75 | | X | | | | | Crawling | X | | | | | |
| CARRY | | | | | | | PHYSICAL ACTIVITIES | | | | | | |
| 1 - 10 lbs. | | | | | | 10# | Sitting | | | X | | | |
| 11 - 20 | | | | | | 20# | Standing | | | | | | X |
| 21 - 35 | | | | X | | | Walk-Level | | | | | | X |
| 36 - 50 | | | | | | 50# | Walk-Uneven | | X | | | | |
| 51-65 | | X | | | | | Climb Stairs | | X | | | | |
| 66-75 | | X | | | | | Climb Ladder | | | | X | | |
| PUSH | | | | | | | PHYSICAL ACTIVITIES | | | | | | |
| 1 - 10 lbs. | | | | | | 10# | Reach Over shlder | | | | | X | |
| 11 - 20 | | | | | | 20# | Reach-at or below shlder | | | | | X | |
| 21 - 35 | | | | X | | | Pushing | | | | | X | |
| 36 - 50 | | | | | | 50# | Pulling | | | | | X | |
| 51-65 | | X | | | | | Lifting | | | | | X | |
| 66-75 | | X | | | | | Use Arms | | | | | | X |
| PULL | | | | | | | PHYSICAL ACTIVITIES | | | | | | |
| 1 - 10 lbs. | | | | | | 10# | Use Wrists | | | | | | X |
| 11 - 20 | | | | | | 20# | Use Hands | | | | | | X |
| 21 - 35 | | | | X | | | Use Hands | | | | | | X |
| 36 - 50 | | | | | | 50# | Grasping | | | | | | X |
| 51-65 | | X | | | | | Fingering | | | | | | X |
| 66-75 | | X | | | | | Foot Control | | | | | X | |
| PULL | | | | | | | PHYSICAL ACTIVITIES | | | | | | |
| 1 - 10 lbs. | | | | | | 10# | Repetitive Motion- chop/whisk/ | | | | | X | |
| 11 - 20 | | | | | | 20# | Talking | | | | | | X |
| 21 - 35 | | | | X | | | Hearing | | | | | | X |
| 36 - 50 | | | | | | 50# | Vision | | | | | | X |
| 51-65 | | X | | | | | Tasting/Smelling | | | | | X | |
| 66-75 | | X | | | | | Feeling | | | | X | | |

Physical Requirements:

Exerting Force required of: up to 50# occasionally; up to 20# frequently; up to 10# constantly

Working Conditions:

- >May come in contact with blood or other bodily fluids
- >May be subject to hazards: chemicals, slippery floors, and working while on stepladders.
- >May be subject to atmosphere conditions: dust, fumes, odors, and aerosol sprays.

Visual Acuity Requirements:

Normal visual acuity required to maintain accuracy and neatness of work;