

# Dilkon Medical Center

## Job Vacancy Announcement #DDH-23-43

Closing Date: 05/26/2023

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**POSITION TITLE: Assistant Food Service Manager**

**DEPARTMENT: Nutrition and Food Service**

### **Position Summary:**

Under general supervision of the Food Service Manager, Assistant Food Service Manager provides quality food service to patients, families, guests and staff providing the essential foods and non-food items for preparation of meals that include cleaning, sanitation, supply/inventory and safety information. Performs day-to-day work independently in accordance with established purchasing regulations, policies and procedures and under terms specified in established contractual agreements; resolving most non-clinical problems; and keeps the supervisor apprised of potential and/or significant issues. Plans purchases, places orders within the department budget, determines appropriate processes/methods for purchases and meets established manual and systems documentation requirements. Assists Food Service Manager to coordinate and monitor work of food service workers. Works closely with the Clinical Dietitians, Health Technicians, Food Service Staff and Food Service Management to accomplish the goals and objectives of the department. Upholds the principles of WIHCC's Vision, Mission and Value Statements. Maintains confidentiality of all privileged information at all times.

*This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.*

### **Essential Duties & Responsibilities:**

- Maintains regular attendance and punctuality.
- Adheres to patient food productions and meal service schedules.
- Ensures all WIHCC and Hospital Accreditation agency and other regulatory requirements governing the food service department are met; USDA, OEH, FDA, UNSDS.
- Provides inventory processes under the direction Food Service Manager.
- Plans, coordinates, and schedules food, non-food and chemical supplies.
- Purchases, receives and manages all food, non-food and chemical supplies for food preparation, meal delivery, cleaning and sanitation.
- Provides technical support to food service staff on researching and ordering of supply items.
- Follows the Food Safety policies and procedures.
- Follows OEH guidelines managing all food, non-food and chemical storage methods.
- Works closely with the food service and clinical nutritional staff to determine supplements formulas needed and appropriate supplies will be on hand for inpatients and outpatient needs.
- Follows instructions using policy and procedures, and using good judgment in prioritizing supply management duties and work objectives, planning and organizing time and steps to maximize outcomes.
- Supports registered dietitians, health technicians, physicians, and nursing staff special requests and carry items as needed.
- Assists and maintains department food and non-food budget related processes and goals.
- Provides written and oral communications to the Food Service and Dietary Staff of food substitutions for patients meals; allergies, food tolerances etc.
- Reviews and signs off on all purchases other than those from the warehouse; reviews the work for overall cost effectiveness/containment and timeliness; and reviews reports concerning the purchase and stock management activities.
- Operates with a significant amount of independence in deciding when, how much, and how to best acquire needed items; resolving recurring purchase and post purchase problems and coordinating work with others within and outside the assigned unit.
- Assists in training food service workers and advises them on work improvement methods.
- Coordinates cleanup in storerooms with facility maintenance and/or housekeeping departments.
- Works closely Registered Dietitians on menu creations, menu changes and substitutions for patients.
- Reviews menu and standardized recipes with other food service employees to assure that all food items are made and served correctly and on time.

- Maintains billed invoices using an Excel Accounting Software. Provides a monthly accounting documentation. Submits weekly invoices to Finance Department.
- Reconciles purchase card statements weekly-monthly and batched for payments by finance department.
- Maintains purchase records for all food, non-food, and chemicals.
- Maintains data/documentation required for the Hospital Accreditation, Infection Control, Office of Environmental Health, I-Star and assists with data collections, as needed.
- Initiates and submits work orders as problems are identify with food service equipment, food services area and utilities.
- Documents and monitors time and temperature for all food storage areas. Reviews all reports.
- Attends all mandatory in-service and online/trainings, as appropriate and required.
- Maintains and keeps all food, non-food and chemical storage areas clean & sanitized.
- Observes high personal hygiene standards and all safe food-handling practices by staff.
- Assists Food Service Manager to ensure emergency service plans are in place, up to date and accurate.
- Maintains a clean sanitary food production, meal delivery system, patient nourishment locations and cafeteria using policies and procedures.
- Monitors and maintains a safe working environment for all employees. Observing sanitation and providing supplies for hand washing, personal protective equipment (PPE); gloves, goggles, face shield, apron etc.
- Maintains and monitors Safety Data Sheet (SDS) documentation and accessibility for all food service staff. Provides annual SDS updates to the safety officer.
- Follows Hospital Safety Policy and Procedures.
- Chairs, monitors and provides meeting minutes to Food Service Manager on all meetings with Cooks and Diet Office Staff in all areas of kitchen business.
- Ensures open communication with all kitchen staff and ensures a pleasant working environment. Maintains an “open door” policy for all kitchen staff.
- Monitors, problem-solves and takes corrective action, as needed, on all customer service issues regarding the kitchen staff, with each other as well as customers and patients.
- Assists the Food Service Manager, monitoring employee performance, problem-solves concerns/issues, take corrective action, as needed. Document and report employee performance concern/issues to Food Service Manager.
- Submits all complaints to Food Service Manager immediately after event with all actions and outcomes.
- Upholds all principles of confidentiality and patient care to the fullest extent.
- Adheres to all professional and ethical behavior standards of the healthcare industry.
- Adheres to WIHCCs Personnel Policies and Procedures, departmental policies, rules, and regulations.
- Interacts in an honest, trustworthy and dependable manner with patients, employees, visitors, and vendors.
- Possesses cultural awareness and sensitivity.
- Maintains compliance with all Human Resources requirements.
- Performs other duties as assigned.

### **Minimum Qualifications:**

High School Graduated or GED required. Associates Degree preferred. Five years’ of food service management experience. Two years in a lead or supervisory capacity. Current Food Handler’s Permit required. Bilingual skills in English and Navajo language preferred. Must maintain a valid unrestricted and insurable driver’s license. Must successfully pass a background investigation and maintain suitable requirements for a Child Care position. This position is considered as a Child Care position, which requires a satisfactory background check investigation and is subject to the requirements of the Indian Child Protection and Family Violence Prevention Act, as amended (henceforth referred as the ICPFVP Act).

### **Knowledge, Skills, Ability**

- Knowledge of cleaning, sanitation, infection control requirements.
- Knowledge of basic food handling principles.
- Knowledge of basic food storage methods.
- Knowledge of effectively coordinating food preparation, cooking and serving meals.
- Knowledge of basic food seasoning, texture, cooking time & temperature.
- Knowledge of basic food preparation and service of regular routine standardized recipes.
- Knowledge of strong work ethics in the workplace.
- Knowledge of basic application of confidentiality.
- Knowledge of duties and responsibilities of the position.
- Knowledge of basic computer skills, e.g. Outlook, Word, Excel, PowerPoint.

- Knowledge of basic personal hygiene standards.
- Ability to be dependable in attendance and job performance.
- Ability to perform basic food service math using measuring containers and weight scales.
- Ability to substitute ingredients when shortage occur.
- Ability to effectively operate kitchen equipment.
- Ability to accept and learn from feedback.
- Ability to effectively communicate both in written and verbal.
- Ability to provide exemplary customer service at all times.
- Ability to interact positively with others and possess great interpersonal skills.
- Ability to multitask and perform well under pressure.
- Ability to have self-confidence.
- Ability to be a great team player.
- Ability to provide food preparation, cooking and meal service guidance.
- Ability to accept and learn from supervisor/peer critique.
- Ability to be flexible and adaptable to the changing needs of the organization.

**Physical Demands:**

While performing the duties of this job, the employee regularly is required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee frequently is required to taste or smell. The employee must occasionally lift and/or move up to 50 pounds.

**Work Environment:**

Work is performed in a kitchen, cafeteria, and office setting with moderate to high noise levels. Work environment may involve exposure to physical risks, such as blood borne pathogens and operating dangerous equipment or working with chemicals, hot liquids, sharp cutting blades, hot and cold working surfaces, extreme temperature changes, humidity, slippery floors, and enclosed areas. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required.

**As required by P.L. 93-638, absolute preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants.**