

Dilkon Medical Center

Job Vacancy Announcement #DDH-23-76

Closing Date: Open until filled



POSITION TITLE: Food Service Manager

DEPARTMENT: Nutrition and Food Services

Position Summary:

Under general supervision of the Director of Nutrition and Food Services, this position provides leadership and administrative support to the Food Service Department. Conducts activities which include assessing, planning, supervising and coordinating the daily food service program operations of Dilkon Medical Center. The incumbent works closely with the Clinical Nutrition Team, Lead Cook, Food Service Staff, Finance, and other departments to accomplish the goals and objectives of the department. Assists with budget preparation and budget-related processes. The Food Service Manager will lead the implementation of food safety and sanitation policies and procedures within the department and manage the time and attendance of 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.
- Ensures all government and Joint Commission accreditation agency and other regulatory requirements governing the food service program are met.
- Responsible for menu planning that conforms to regulatory requirements of health care industry and provide nutritional appetizing food. Oversees the publication and distribution of menus.
- Improves staff effectiveness by motivating, coaching, counseling, training and recommending disciplinary action for employees; planning, delegating, monitoring, appraising job tasks and results in a timely manner, and approving time sheets.
- Oversees the supervision of personnel, which includes work allocation, schedules, time approval, hiring, training, orientation, and problem resolution; evaluates performance and makes recommendations for personnel actions; motivates employees to achieve peak productivity and performance.
- Develops measurable performance expectations for assigned staff according to department goals and objectives.
- Plans distribution of work to subordinates on a day-to-day basis within the guidelines and time constraints and priorities of the department
- Analyzes production and work schedules and ensure that personnel, equipment and materials are available for use.
- Plan and adjust work schedule as needed to meet personnel shortages, emergencies, or unplanned situations.
- Provides guidance as required to accomplish personnel's ability to complete work assignments on time, budgetary challenges, personnel matters, adjustments required in food production and changes in food service provision.
- Manage time and attendance of subordinates.
- Create and implements department policies and procedures.
- Creates a productive work environment that encourages team accomplishment of department goals.
- Defines standard for work quality, reviews work and promotes continuous quality improvement and cost reduction.
- Coordinates the work of interaction of personnel with other department as necessary.
- Creates and maintains a safe work environment and ensures that personnel are compliant with established policies and procedures.
- Coordinates the arrival of supplies and equipment and ensures that all equipment and supplies are maintained and are safe to use.
- Reviews current work processes with Director and recommends improvement of work processes.
- Provides on-the-job training and teach food preparation techniques.
- Manages all tasks within the Food Service Department such as quality improvement, safety, employee training, employee orientation, cost control, infection control, menu and recipe development, food production, preventive maintenance, product testing, and employee evaluations.
- Prepares reports on a regular basis, quarterly or as directed.
- Maintain accurate records and assist in the audits and complete verification of expenses when necessary.

- Counts and verifies all money/receipts of daily cafeteria transactions with a Finance representative and compiled in the cafeteria meal cost report to be submitted to Finance.
- Obtains quotes from Vendors/Suppliers, prepares and reviews (for accuracy) all obligating procurement documents for requisitions, purchase orders, contracts, travel/training, credit card purchases, etc. making sure process and timeframes are met. Creates a supply order list (with catalog numbers) for the department. Establishes and maintains Vendor Files and department staff working files.
- Represents department at meetings
- Identifies food and supply needs and orders supplies as needed. Maintains inventory and production records, as required.
- Enters department requisitions, orders, and/or invoices into the procurement system for timely processing. Works closely with accounts payable and purchasing staff on resolving issues: invoices, requisitions, PO processing.
- Coordinates travel and training for department staff, including scheduling transportation, making lodging reservations, keeping in touch with staff in route and preparing travel reports.
- Works with Clinic Nutrition Team, to review physician dietary order, print dietary order, prepare meals, tally meals, track patient census, obtain and record food preferences, and explain diet prescription to patients. Ensures patient dietary order is completed.
- Manages the overall operations of the food production area and cafeteria.
- Coordinates all food production that involves patients.
- Provides total supervision of Food Services on weekends, holidays, and vacations.
- Tests food during a preparation for palatability and tenderness.
- Tests new recipes and makes recommendations for menu adaptation.
- Assures the quality of all aspects of dietary services.
- Makes ongoing decisions related to the daily operation of department that include inventory, bakery, dairy, produce, receiving, and storing all non-food and food items, testing food for temperature and palatability, checking tray and cafeteria lines, and accounting for employee meals.
- Assists the cooks and food service workers as needed.
- Requires completion of tasks or duties assigned by a supervisor.
- 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:

Associates' Degree in Nutrition, Nutrition and Dietetics, Dietary Management, Healthcare Administration, Culinary Arts, or related field or three years' experience working in a hospital, healthcare, or school food service department. A minimum of two years' experience managing a food service department. Demonstrated experience in menu planning, budgetary management, policy creation, and team leadership. Must agree to start a Certified Dietary Manager Program within six months of starting in the position and complete as planned in a contractual agreed time. Must maintain current and valid Navajo Nation Food Handler's Permit and a Food Manager Certification. 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 modified diets to facilitate completion of patient dietary order.
- Knowledge of database management and purchasing/materials management software
- Knowledge of food service standards established for the Food Service Department and approved sanitary techniques for the food preparation area.
- Knowledge of kitchen equipment, operation, and maintenance procedures.
- Knowledge of how to estimate food requirements and cooking times.
- Knowledge of safety how to detect unsafe conditions of food and equipment.
- Knowledge of strong work ethics in the workplace.

- Knowledge of basic application of confidentiality.
- Knowledge of basic computer skills, e.g. Outlook, Word, Excel, PowerPoint.
- Ability to apply principles of quantity and quality of cooking and baking.
- Ability to meet attendance, overtime (if necessary), and other reliability requirements of the job.
- Ability working in a fast-paced office environment in an organized school food service or Hospital/Healthcare food service office.
- 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 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 an office setting or kitchen environment with a moderate noise level. Work environment may involve exposure to physical risks, such as blood borne pathogens and operating dangerous equipment or working with chemicals. Work near moving parts and extreme noise, such as kitchen equipment, and will be required to work in a hot environment, such as over and near ovens, cooktops, and open flames and in a cold environment such as in freezer/production prep kitchen areas. Will be exposed to, handle, and work with foods that are commonly classified as allergens, including but not limited to peanuts, tree nuts, eggs, soy, dairy products, seafood, shellfish, and gluten. 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.