



Stonehill Franciscan Services
Job Description
Job Title: Dietary Supervisor
Department: Dining Services
Reports To: Dining Services Director
Updated: 05/2019

STONEHILL Dining Services Manager

FRANCISCAN SERVICES

Vision Statement

In the spirit of St Francis of Assisi we commit to provide quality health and wellness services as we respond to changing needs.

Mission Statement

We, the Stonehill Franciscan Services community, in the spirit of St Francis of Assisi, offer a continuum of quality lifetime care services in a dignified atmosphere.

Our Core Values include:

Compassion (the heart of our daily life)

- We generously offer empathy, comfort, and encouragement with gentleness in an atmosphere of Christian love.

Hospitality (the spirit of our daily life)

- We warmly and graciously welcome all with kindness

Stewardship (the mind of our daily life)

- We are responsible for the resources entrusted to us
 - Financial – We will manage with integrity and fiscal responsibility
 - Human – We will recognize the personal gifts and talents of all
 - Environmental – we will be good stewards of our internal and external surroundings

Reverence (the soul of our daily life)

- We treat every person with dignity and respect, recognizing that all share in God's gift of life.

JOB DESCRIPTION

Job Summary: certified dietary manager works closely with the Dining Services Director to oversee the day-to-day operations in dining services.

May include any and/or all of the following:

- Responsible for recruiting, training, scheduling and supervision of the Dining Services Department personnel in accordance with the Campus's quality standards and budget and the state's guidelines. Establishes appropriate job descriptions and assignment of duties for staff.
- Organizes and manages the daily activities, including but not limited to; welcome baskets, compassion carts, and caterings of the Dining Services Department's establishing appropriate goals and creating a positive and productive work atmosphere.
- Coordinates menu planning, tasteful food preparation and service, and an attractive and pleasant dining room atmosphere for the residents. Attends and participates in assigned meetings and committees in order to coordinate dietary activities with other services on the Campus and to keep up to date on special dietary needs of the residents.

- Assures that kitchen and related food service areas and equipment are maintained in a safe, sanitary, and good operating order in compliance with all governmental requirements.
- Assures that proper dietary record keeping is maintained in an accurate and timely manner.
- Assesses new residents by gathering current nutritional data for resident's care plans and assures that menus and food preparations are carried out appropriately.
- Records and charts the most current information from the care plans and maintains appropriate card files. Uses this information for menu and food preparation purposes.
- Gathers resident information concerning monthly weight, open areas/skin tears, diet requests, and safety and sanitation issues for monthly QA purposes.
- Assists the Dining personnel in their day-to-day work responsibilities as needed.
- Provides regular performance evaluations and reviews for assigned staff. Handles performance problems and matters of discipline, in a fair, consistent manner.
- Orders needed food and supplies for sound operation of the Dining Services Departments. Reviews and approves purchases and subsequent bills prior to payment. Maintains proper inventory and storage of food and handles required record keeping functions.
- Works closely with Director of Dining Services with budget preparation and communicates and plans effectively to achieve high level of service and care to residents.
- Plans and prepares special occasion food items for a variety of resident, departmental/Board meetings as scheduled.
- Maintains ongoing personal development and training in food service and staff management. Provides appropriate training and development of staff.
- Collects moneys from the cash register and deposits the totals to the Business Office.
- Holds customer service as top priority and proactively communicates expectations of a no tolerance for anything but exceptional service.
- Actively works with the Director of Dining Services to incorporate new initiatives to enhance our resident's experiences at Stonehill, while at the same time embracing change, innovation, and the advancement of excellence.
 - This would include:
 - Reviewing and revising menus to meet our resident's needs
 - Incorporating National Food Days and Theme Meal events for the residents.
 - Implementation of the to-go options for the Stonehill staff
 - Collaboratively creating the Additional Options menu for the Stonehill staff and working with our cooks to ensure timeliness and quality of product.
- The ability to pull together a team of supporters to help implement process improvement.
- Proactively offers support, engages in meetings and demonstrates being a team player by their willingness to work both within their department, and with other departments on campus for the common good of our organization.
- The ability to know that good communication skills include not just being able to convey what you have to say and lending a patient ear to others, but also the ability to filter harmless office conversations from malicious gossip.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

- Must be able to read, write, speak, and understand the English language to communicate with all customers.
- Must possess the ability to deal tactfully with personnel, residents, family members, visitors, government agencies/personnel, and the general public.
- Must be a supportive team member, contribute to and be an example of team work and collaborative team concept.
- Must be self-directed, detail oriented and organized, with the ability to manage responsibilities under little supervision.

- Demonstrate a positive attitude, self-awareness and emotional maturity necessary to promote helpful, respectful and supportive communications.
- Familiarity with computer systems, including Microsoft Office, with a demonstrated ability to use computer programs for training and communications.
- Must not pose a direct threat to the health and safety of other individuals in the workplace.
- May be required to work outside of normally scheduled hours.
- Must be committed to providing high quality service to every resident every day.

MINIMUM QUALIFICATIONS

Education and experience equivalent to:

- High School diploma or equivalent and successful completion of a 250 Certified Dietary Manager Course; or the ability to obtain within a year of accepting the position.
- At least six (6) months of previous cafeteria, institutional food service is preferred;
- Effective planning, organization and supervisory skills;
- Must be flexible and resourceful in handling work responsibilities;
- Should have a positive, enthusiastic personality with skills at motivating others;
- Good English language abilities needed to communicate effectively with team members, residents and others;
- Ability to follow directions is necessary and must be able to successfully pass the Food Handlers exam;
- Must also ascribe to the values in the Franciscan inspired mission and vision statements;
- Capability of having the initiative as well as follow through in carrying out duties;
- Must also ascribe to the values in the Franciscan inspired Stonehill mission and vision statements.
- Additional Assigned Health Care Academy courses to include: The Roles and Responsibilities of Leadership; Performance Management; Managing Conflict Effectively; and Customer Service Strategies.

PHYSICAL DEMANDS

This job description is not intended to be all-inclusive. Physical, mental and environmental requirements: Requires above average judgment to deal appropriately with highly confidential information and perform duties that are of a complex nature for which there are not precedents. Position requires standing or sitting most of the time with some regular lifting (up to 50 pound cartons or bags of food), bending, carrying, pushing, pulling, gripping and twisting activities. Good vision is needed to be aware of all types of activities within the Departments. Some exposure to high blower noise levels, chemicals from dish washing and cleaning compounds, temperature extremes when walking in or out of the freezer and slippery surfaces due to occasionally wet floors. Work is performed mostly indoors, may encounter adverse weather conditions when walking between buildings. Must have good hearing and clear speaking abilities in order to effectively handle relationships with others.

Employee Job Description Acknowledgement

I have received a copy of the job description for the position I am being offered. I have read this job description (or had it read to me) and I completely understand all my job duties and responsibilities. I am able to perform the essential functions as outlined with or without reasonable accommodation. I understand that my job may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or Human Resources.

I further understand that performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor. I have discussed any questions I may have had about this job description prior to signing this form.

Print Name

Date

Signature

Company Representation

Date