

DUTY STATEMENT
DSH3002 (Rev. 01/2020)



California Department of
State Hospitals

Box reserved for Personnel Section

		RPA #	C&P Analyst Approval FA	Date 3.26.2024
Employee Name		Division Department of State Hospitals-Metropolitan		
Position No / Agency-Unit-Class-Serial - 2258 -		Unit Nutrition Services		
Class Title Food Service Supervisor I		Location Metropolitan		
Subject to Conflict of Interest ☐ Yes ☒ No		CBID U15	Work Week Group: 2	Pay Differential
Briefly (1 or 2 sentences) describe the position's organizational setting and major functions: Under direction of the Food Service Supervisor II, supervises, directs, instructs & assists FST I/II in performing their duties & responsibilities in the areas of tray line, dishwashing, cart transit, docking Aladdin carts & serving kitchens. Manages staffing to ensure maximum efficiency for tray line, dish washing & serving kitchens. Communicates effectively with all Presentation staff, supervisors, Production staff, office staff and management. Prepares FST I/II work schedules, cleaning assignments & ensures tray line is set up correctly before start. Checks equipment & writes work orders. Provides training to staff as new employee or continued training to staff as assigned or warranted due to performance issues. FSS I, supervises, instructs, and works with employees engaged in the finishing and serving of meals. Supervises the cleaning and maintaining of work areas equipment and utensils. Oversees the safety of the staff and patient workers in the dining areas and kitchen. Assist with supervision of patient workers as needed. Incumbents ensure public property is protected and safe. In addition, incumbents will respond to emergency situations as trained in Therapeutic Strategies and Interventions (TSI).				
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first; percentage must total 100%. (Use additional sheet if necessary).			
60%	<u>ESSENTIAL FUNCTIONS:</u> Supervises, manages, and directs the responsibilities of food service staff working in presentation serving kitchens. Ensures on a daily basis that all Plan of Corrections are being maintained, HACCP standards are met, Nutrition Services policies & procedures & Metro Administrative Directives are followed. Aladdin carts are docked correctly and functioning properly. Dining rooms are set up correctly, B/L/D start on time, all condiments are available, along with HS snack, meal substitutes and beverages. Assess staffing needs in serving kitchens to ensure maximum service efficiency per daily presentation attendance. Aladdin carts are filled with trays, stored in dispatch room, damage free and marked correctly with presentation serving kitchen destination. Correct food carts & storage of food on accordion racks are pulled from the food bank			

	correctly for each meal. Fifteen minutes before each tray line start will be a review of the menu & confirmation that all menu items are available, along with all posted menu changes food items are available as well. Check textures of all food items on tray line before start of tray line service. Assess staffing needs of tray line, pre-dish & tray line to ensure maximum service efficiency per daily presentation attendance. Run single tray line when necessary, especially breakfast, when short staffed, and FSS I occupy a position on the trayline or in dining room serving kitchens when shorted staffed. Completes Probationary and IDPs per scheduled dates for assigned staff. Completes progressive discipline process as needed concerning staff. Timekeeper for assigned staff, reviews 634s for accurate accounting of overtime, time off, call-ins, vacation etc. and then signs as authoring supervisor. With this information, fills out 681 time keeping form; if applicable. Assigns employees and patient workers to specific kitchen areas and functions. Conducts hands on training to Food Service Technician I/II and patient workers on job duties and expectations in the kitchen area. Communicates Hospital's and Nutrition Services Department's goals and objectives to employee and gives Food Service Supervisor II and Assistant Director of Nutrition Services feedback about employee activities, problems and concerns. Holds information meetings, dining service meetings with employees and documents content; provides site-specific mandatory monthly safety training to staff; adheres to, and enforces, departmental regulations and guidelines in relation to Equal Employment Opportunities; and enforces and adheres to laws and rules regarding Violence in the Workplace, Sexual Harassment, and professional conduct; lead by example. Conducts training sessions and fills out documentation and conducts monthly make-up sessions for employees unable to attend department trainings; schedules employees and patient workers when applicable, into all training sessions, insures employees meet required annual in-service training hours; participate in department's Equal Employment Opportunity program and the process available to meet Equal Employment Opportunity objectives, and effectively contribute to the department's Equal Employment Opportunity objectives. Trains and works alongside with patient workers in performing various kitchen services for patients and serves food trays directly to patients and performs various kitchen duties when coverage is needed. Supervises and maintains all kitchen supplies including but not limited to eating utensils, food trays, cutlery, and other supplies. Inventories all kitchen supplies and keeps them organized and securely locked in cabinets/drawers when not in use to ensure the safety of patients, staff, and DSH property from the potential usage of contraband such as cutlery and eating utensils. Maintains security of working areas and work materials and inspects the premises and searches patients for contraband.
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25%	Conducts monthly sanitation and safety inspections and makes assignments for corrections; develops daily, weekly, and monthly cleaning schedules and checklists for residence kitchen areas; monitors compliance to safety standards by daily walk through of all work areas; formally counsels employee and/or patient workers for chronically deficient sanitation and safety habits; develops in-service training to reflect recurring sanitation and safety issues; gives feedback to Food Service Supervisor II, Hospital Administrative Resident I and Assistant Director of Nutrition Services about sanitation and safety concerns; set example for employees and patient workers by practicing good personal hygiene, food handling and safety techniques; and writes procedures for operation and sanitation of dining room areas and equipment.
10%	<u>MARGINAL FUNCTIONS</u> Participates in hiring process; effectively motivates employees and patient workers, does employee Probationary Reports, Individual Development Plan, Letters of Expectations, counseling memos and other reports; attends disposition conferences, assists in compiling information for conferences; trains and develops employees; schedules and reassigns employees; verifies accuracy of Daily Attendance. Records, checks accuracy of 634, develops vacation scheduling of employees; monitors the use of sick leave and other types of unscheduled absences; effectively motivates employees and recognizes employee accomplishments verbally and in writing where appropriate; writes Letters of Expectations as needed. Additionally, adheres to Union regulations; adheres to and enforces, departmental regulations and guidelines in relation to Equal Employment Opportunities; and enforces and adheres to laws and rules regarding Violence in the Workplace, Sexual Harassment, and professional conduct. Lead by example; communicates department's mission and objectives to Food Service Technician I/II and give feedback to Food Service Supervisor II about assigned area's activities, problems and concerns; keeps Food Service Supervisor II informed about individual employee's development needs and effectively recommends plan; and supports and coaches employees through on-the-job training.
5%	All other duties and special projects as assigned consistent with this classification
Other Information	SUPERVISING RECEIVED: Food Service Supervisor II SUPERVISION EXERCISED: Food Service Technician I and Food Service Technician II KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF: Principles, practices and trends of public and business food service administration, management and supportive staff services such as budgeting, personnel and management analysis; and government functions and organization; methods and techniques of effective leadership.

Arrangement and operation of dining rooms and food service counters; various types of dining room and service utensils and equipment and their uses; methods of cleaning and maintaining food service areas, utensils, and equipment; dining room sanitation and safety measures; methods of cleaning and preparing foods for cooking and storing food; operation and maintenance of various types of machinery used in pot washing, cold prep room, nourishment area, and vegetable/fruit preparation; effective personnel practices and general pantry operation.

ABILITY TO: Plan, organize and direct the work of others; plan and conduct in-service training programs; analyze situations accurately and adopt an effective course of action; keep records and prepare reports; read and follow serving instruction for therapeutic diets.

Reason logically and creatively and utilize a variety of analytical techniques to resolve complex food service managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with Director and Assistant Director of Nutrition Services or other interested parties on a wide variety of subject-matter areas during the regular course of work. Independently interpret and use reference material; give and follow direction; design and prepare tables, spreadsheets, and charts; operate a computer keyboard/terminal; organize and prioritize work; create/draft correspondence; act as a team or conference leader and appear before management and other committees.

REQUIRED COMPETENCIES:

PHYSICAL DEMANDS:

The incumbent must possess the necessary physical, mental and cognitive abilities to perform the specialized analytical and physical work needed to carry out the essential duties of the position. This includes but is not limited to working with computer software and hardware, bending, stooping, twisting, walking on irregular surfaces, pushing and pulling up to & exceeding 25 pounds, lifting and carrying up to & exceeding 25 pounds, and repetitive fine motor and hand motion. Being exposed to loud noises, changes in temperature up to and exceeding 80 degrees and below 32 degrees, slippery surfaces, uneven surfaces and unpredictable client behaviors.

Must possess and maintain sufficient strength, agility, endurance and sensory ability to perform the duties contained in this duty statement. Usual duties to include, but not limited to standing and walking for long periods of time. Bending, stooping, pushing, pulling and lifting loads up to 50 lbs. Routinely docking, undocking and pushing/pulling/manipulating an approximate length

of 35.07", width of 32.5", and height of 60.44" re-thermalization food cart, filled with 24 completed meal trays a distance of 100 ft.

SAFETY

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards, including infection control. Use of PPE.

CULTURAL AWARENESS

Demonstrates awareness to multicultural issues in the workplace, which enables the employee to work effectively.

ANNUAL HEALTH REVIEW: All employees are required to have an annual health review and TB test or whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job functions.

INFECTION CONTROL: Applies knowledge of correct methods of controlling the spread of pathogens appropriate to job class and assignment.

HEALTH AND SAFETY: Activity supports a safe and hazard workplace through practice of personal safety and vigilance in the identification of or security hazards.

CPR: Maintain current certification if applicable.

RELATIONSHIP SECURITY: Demonstrates professional interactions with patients and maintains therapeutic boundaries. Maintains relationship security in the work area; takes effective action and monitors, per policy, any suspected employee/patient boundary violations.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION:

Maintains and safeguards the privacy and security of patients' protected Health Information and other individually identifiable health information; whether paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

SPECIFIC COMPETENCIES:

- Food Safety: Applies and demonstrates knowledge of Hazard Analysis Critical Control Point (HACCP) principles.
- Presentation Methods: Applies and demonstrates knowledge of portion control.
- Food Distribution: Applies and demonstrates knowledge of methods for nourishment assembly/delivery.
- Relationship Security: Demonstrates professional interactions with patients and maintain therapeutic boundaries.

TECHNICAL PROFICIENCY (SITE SPECIFIC):

- Equipment: Applies and demonstrates knowledge of equipment operation and cleaning when applicable.
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LICENSE OR CERTIFICATION: It is the employee's responsibility to maintain a license, credential, or required registration pertinent to their classification on a current basis. Any failure to do so may result in termination from Civil Services.

TRAINING:

Training Category - 2 - Training Procedure No. 03-11.

The employee is required to keep current with the completion of all required training.

THERAPEUTIC STRATEGIC INTERVENTION (TSI)

Supports safe working environment; practices the strategies and intervention that promote a therapeutic milieu; applies and demonstrates knowledge of correct methods in the management of assaultive behavior. Training provided during new employee orientation.

WORKING CONDITIONS:

ADMINISTRATIVE DIRECTIVE 146:

Each employee shall be fully acquainted with the rules and regulations of the Department of State Hospitals (DSH) and of the hospital.

EMPLOYEE IS REQUIRED TO:

- Report to work on time and following procedures for reporting absences.
- Maintain professional appearance, wear uniform that coincides with job classification, sturdy closed toe non-slip sole shoes approved for food service kitchens, MSH issued ID badge, PDAS charged up to 100%, PPE-Personal Protective Equipment as needed; no cell phones, head phones or ear pods while on duty.
- Act safely and to immediately report work related violence, accidents, injuries, illnesses and exposures to their supervisor or any manager.
- Appropriately maintain cooperative, professional, and effective interactions with employees, patient/client and the public.
- Adhere to maintaining a workplace free of violence, tobacco-free; while on duty shall not use, possess, or be under the influence of illegal or unauthorized.
- Treat patients, coworkers, supervisors and management with dignity and respect at all times.
- The work entails routinely encountering clients and interacting with staff throughout the facility, thus sensitivity and tolerant even temperament is required.

- The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime, and float to other work locations as determined by the operational needs of the Department of Nutrition Services.

All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and can safely perform their essential job functions.

Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality always.

The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights).

Employee Signature

Print Name

Date

Supervisor Signature

Print Name

Date

Reviewing Supervisor's Signature

Date