

DUTY STATEMENT
DSH3002 (Rev. 01/2020)



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 XXX-XXX-2193-XXX	Unit Nutrition Services – Presentation Central Kitchen & Dining Rooms			
Class Title Food Service Technician II	Location Metropolitan State Hospital			
Subject to Conflict of Interest <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	CBID R15	Work Week Group: 2	Pay Differential	Other
<p>Briefly (1 or 2 sentences) describe the position’s organizational setting and major functions: Under supervision of the Food Service Supervisor I/II, the Food Service Technician II will instruct, lead, coordinate and work with FST I employees and unit staff from the resident population. The FST II serves and assists with the preparation, pre-dish, and assembly of food and beverages; cleans and sanitizes all food service equipment, dining tables & chairs; labels and dates food items, using the FIFO – First In First Out method; has the correct food items on the meal ticket, portioned correctly, correct diet and modified diet texture and liquid texture; ensures all cold food items served below 40 degrees or hot food above 165 degrees; assists the loading and unloading of all meal delivery food carts and transit carts on refrigerated trucks to and from the Central Kitchen to the dining rooms; receives weekly food and non-food orders from the Central Kitchen and stores in the dining room pantries; follows the Nutrition Services Policy & Procedures Manual and HACCP Procedures. In addition, incumbents ensure public property is protected and safe. In addition, incumbents will respond to emergency situations as trained in Therapeutic Strategies and Interventions (TSI).</p>				
% 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).			
70%	<p><u>ESSENTIAL FUNCTIONS:</u></p> <ul style="list-style-type: none"> • Working alongside with patient workers, performs routine kitchen activities such as stirring kettles, mixing batter, slicing meat, weighing ingredients, counting and preparing pans, panning foods, loading and unloading oven and timing products for cooking and reheating, opening cans, preparing fruits and vegetables as directed per recipe instruction. • Serves food trays directly to patients and performs various kitchen duties such as: set up, stocks cold food wells at the beginning of tray line, takes down, cleans, sanitizes food wells, labels, dates, stores foods properly and discard expired products promptly, does advance prep work for tray line, works in various stations of tray line as assigned, portions accurately by reading and following the menus for regular and modified diets, responsible for accurate assembly of regular, therapeutic and mechanically altered food textures identified by the diet ticket order and 			

the correct menu items, FST I responsible for calibrating thermometers using the ice slush method and documenting the temperatures on the calibration log in the Central Kitchen and Dining Room areas, in Central Kitchen maintains temperatures at all times at tray line, loads and transports food carts from tray line to food bank and food delivery trucks, clean and sanitize assigned trayline area, food service equipment, and counters before, during and after assembling trayline for the lunch, dinner and breakfast traylines, cleans and sanitizes working surfaces, drawers and closets, sweeps, mops and cleans floor drains, discard trash in outside trash container, clean dirty internal trash cans and insert trash bag, maintains general cleanliness of work area.

- Written or verbal assignments include set-up of stations on the trayline within the central kitchen under the direction of the FSSI/II & FST II lead and can include: trayline positions for starter, hot station, cold station, checker and loader.
- Obtain correct meal tickets for trayline, setup of food items from food bank refrigerator, walk-in refrigerator, freezer and placing items into serving station cold wells; document food temperatures in wells on food temperature log form, obtaining red sanitizing bucket with correct PPM – Parts Per Million of sanitizing solution, label and date food items and food trays in the Dinex refrigerators on trayline, discard any expired food items past labeled expiration date or manufacturer date, ensure all Aladdin plates and lids are free of cracks and chips; pull any damaged plate ware, domes and trays from trayline service, ensure all meal trays receive the correct modified textures for puree (Level 1), ground (Level 2), and chop (Level 3) as per the written diet order on the meal ticket, ensure meal tray does not contain a food item identified as a “food allergy” on the meal ticket, provide accurate menu items and portion size for therapeutic consistent carbohydrate diets, load meal trays onto Aladdin retherm cart, transfer Aladdin cart with cold meal trays into Dispatch Refrigerator.
- Assemble nourishment orders for 10am, 2pm and HS nourishments using labels and/or Nourishment orders from Computrition nutritional software program. Prepares nourishment items for sandwiches, cottage cheese, fruits, vegetables; identify food items for modified textures and label and date food items according to Nutrition Services Policy and Procedure manual for labeling and dating. Prepare Sack Lunches daily for new admissions, patient’s medical appointments and patient court leaves according to current diet order; label and date all nourishment food items & sack lunches.
- In the dining rooms: receives food carts, promptly take and document temperatures of potentially hazardous foods, dock carts promptly following policy and procedure, stocks dining rooms and serving areas with necessary items, hands out food trays to individuals served, takes down areas assigned, pushes dirty carts to the staging area, prepares and delivers snacks and trays throughout the hospital, assists in taking and putting inventory away, cleans and sanitizes all work areas, work surfaces, closets, cabinets assigned, wipes and sanitizes dining

	<p>furniture between unit meals, cleans and mops floors, discards trash/waste properly after every service, cleans trash receptacles, handles clean and dirty linens following policy and procedure, other assignments as required.</p> <ul style="list-style-type: none"> • Operates dish machine and utilizes alternate method - three compartment sink dish washing. For dish machine, obtains dish machine temperatures from dish machine washing and final rinse gauges, and documents on log form. Loads cups, dishes, pots and pans on dish machine for proper cleaning and sanitizing. Placing clean and sanitized items on rack to air dry with adequate air flow between items. When utilizing the dish machine or three compartment sink method must scrape or rinse away any leftover food on the dishes and pan. When utilizing the three-compartment sink, FST is responsible for filling the first sink with warm soapy water, the second sink is clear rinse water, and the third sink is the chemical sanitizing solution, and the final step is air-dry all dishes, pots and pans. Clean and sanitized dishes are never towel-dry. Dish room duties include unloading any transit and/or Aladdin carts with dirty cups, dishes or trays that must be cleaned and sanitized. • At the start of the day, runs and documents the temperature of dish machine for dish ware returning from the breakfast, lunch and dinner meal services. Unloads soiled trays from the re-therm carts, separates wastes into appropriate receptacles, pre-rinses wares, soaks heavily soiled wares, runs soiled wares through dish-machine, organizes and racks cleanwares into appropriate racks, cleans and sanitizes food carts, parks and stores them to their proper places, discards trash/waste properly whenever needed and at the end of the day, cleans trash receptacles, sweeps and mops scullery area daily and whenever needed, organizes, cleans, sanitizes all work surfaces, dismantles dish machine at the end of the day to clean inside and out, de-scales dish machine once a week usually during week-ends, refills machine with water ready for next day's work, other assignment as required. • 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.
15%	<ul style="list-style-type: none"> • Visually inspects the work area for safety alert and follows safe working practices, reports concerns and relays information to FSS I/II to initiate work orders for malfunctioning equipment or unsafe conditions. • Follows body ergonomics, uses chemicals/protective equipment per Safety Data Sheets (SDS) Manual; applies training in TSI; reports patient adverse behavior/document as needed on the dining room

	<p>report; maintains secure work areas; implements role during emergencies, participates in mandatory drills and shakedowns; responds as trained in emergencies, e.g., fire, chemical spills, etc.; during lockdowns, performs duties as assigned throughout hospital's secure area and outside, maintains a non-hostile work environment, reads and adheres to requirements in nondiscrimination, sexual harassment prevention, codes of conduct, treatment of others with professionalism, respect, and courtesy.</p>
10%	<ul style="list-style-type: none"> • Reads Nutrition Services Policy & Procedure Manual, Reads Nutrition Services Diet Manual, follows established HACCP (Hazard Analysis Critical Control Points) standard operating procedures such as but are not limited to the following: follows proper hand-washing techniques, glove usage; dress code; personal hygiene; smoking policy; standard universal precautions; protects food from contamination; maintains food temperatures during setup/delivery/service; takes/records temperatures and reports concerns for food, applicable equipment, e.g., refrigerated units.
5%	<p><u>MARGINAL FUNCTIONS</u></p> <ul style="list-style-type: none"> • Participates in Performance Improvement activities and other miscellaneous responsibilities assigned. Examples: implement facility's and departmental mission/objectives; recommends work improvements, assists with quality control monitoring, participate in meetings and training; implement improvement strategies and updated knowledge/skill through training; read and follow Metropolitan State Hospital's Administrative Directives, Safety Data Sheets, Safety Handbook and other required written materials; answers phones and respond to inquiries at the dining room sites or in the Central Kitchen; act as FST II when assigned.
Other Information	<p>SUPERVISING RECEIVED: Food Services Supervisor I/II.</p> <p>SUPERVISION EXERCISED: None</p> <p>KNOWLEDGE AND ABILITIES:</p> <p>KNOWLEDGE OF: Methods of cleaning and preparing foods for cooking and storing food; proper methods of arranging dining room furniture, setting tables, and serving meals; various types of food service utensils and equipment and their uses; methods of cleaning and maintaining food service areas, utensils and equipment; sanitation and safety measures in food service areas; general pantry work.</p>

HACCP guidelines necessary to perform the duties of food service technician I/II Presentation position. Safe food handling of receiving, storage, and processing food. Importance of handwashing and equipment cleaning specifically know when to perform them. Operating safety using PPE: chef knife, meat grinder, buffalo chopper, Robo-Coupe, tabletop blender, HCM cutter etc.

ABILITY TO: Communicate at a level required for successful job performance: perform heavy physical labor; operate various food process equipment safely i.e., meat grinder, ovens, microwaves, Robo-Coupe, buffalo chopper, tabletop blender, HCM cutter and others.
Organize work area for daily production. Communicate effectively with warehouse & production staff and Food Service Supervisors. Report any and/or all issues or problems to your immediate supervisor, especially if you cannot solve problem yourself.
Mathematical ability to carry out the essential functions of job for portioning up prepared food items for assigned menu items, follow directions and keep simple records, communicate at a level appropriate to the classification, and meeting daily work assignments.

REQUIRED COMPETENCIES:

PHYSICAL

The incumbent must possess the necessary physical, mental and cognitive abilities to perform the work required in a hospital food service within the Central Kitchen and Dining Room areas. Handle being exposed to and working daily temperature of 50 degrees or less, or intermittently in excess of 70 degrees and below 32 degrees Fahrenheit. Must have good vision for duties performed and will be exposed to various chemicals. Must possess the organizational & time management skills to carry out the essential duties of Food Service Technician I/II presentation worker. Must be physically fit for repetitive motion and fine motor skills of hand motion, bending, stooping, twisting, walking on irregular and wet surfaces. Push, pull, lift and or carry up to and exceeding 60 pounds daily. Push and/or pull Aladdin and Transit carts weighing up to and in excess of 100 pounds.

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:

- **Equipment:** Safely clean, sanitize & operate food service equipment required for this position in the Central Kitchen and Dining Room areas.
- **Infection Control:** Correctly set up a 3-compartment sink for the washing, rinsing and sanitizing of equipment.
- **Food Safety:** Applies and demonstrates knowledge of HACCP principles for safe food handling, date & labeling & FIFO inventory.
- **Presentation Methods:** Applies and demonstrates knowledge of portion control and temperature control.
- **Food Distribution:** Applies and demonstrates knowledge of methods for nourishment assembly and delivery.
- **Relationship Security:** Demonstrates professional interactions with patients and maintains therapeutic boundaries.

TECHNICIAN PROFICIENCY (SITE SPECIFIC):

- **Equipment:** Applies and demonstrates knowledge of equipment operation and cleaning when applicable.

LICENSE OR CERTIFICATION: Not applicable for this classification.

TRAINING:

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

The employee is required to keep current with the completion of all annual required and mandatory training. Any failure to do so may result in disciplinary action up to termination from Civil Service.

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 drugs.
- 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 at all times.

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