

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 - - 2256 -	Unit Nutrition Services			
Class Title Food Service Supervisor II	Location Metropolitan			
Subject to Conflict of Interest <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	CBID S15	Work Week Group: 2	Pay Differential	Other
<p>Briefly (1 or 2 sentences) describe the position’s organizational setting and major functions: Under the direction of the Assistant Director of Dietetics – Presentation Area, the FSS II supervises, directs, instructs & assists FSS I’s in performing their duties & responsibilities directing FST I/II’s in the areas of tray line, dishwashing, cart transit, docking Aladdin carts & serving kitchens. Reviews FSS I’s managing staffing to ensure maximum efficiency for tray line, dish washing & serving kitchens. Communicates effectively will all Presentation staff, supervisors, Production staff, office staff and management. Reviews the FSS I’s assignment of FST I/II work schedules, cleaning assignments & ensures tray line is set up correctly before start. Check equipment & writes work orders. Provides training to staff as new employee or continued training to staff as assigned or warranted due to performance issues. Covers FSS I shifts when on vacation or any other time off.</p> <p>Oversees the safety of the staff and patient workers in the kitchen and dining areas. Assists with supervision of patient workers as needed. Provides instruction to staff to ensure knowledge of and compliance with the patients Treatment Plan. 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).			
55%	<p><u>ESSENTIAL FUNCTIONS:</u></p> <p>Supervises, manages, and directs the responsibilities of Food Service Supervisor I’s to ensure completion of staff duties working in presentation serving kitchens. Ensures on a daily basis that all POCs are being maintained, HACCP standards are met, Nutrition Services policies & Metro ADs 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.</p> <p>Supervises, manages, and directs the responsibilities of Food Service Supervisor I’s to ensure completion of staff duties working in presentation tray line, pre-dish and dish washing areas. Ensures on a daily basis that all POCs</p>			

	<p>are being maintained, HACCP standards are met, Nutrition Services policies and Metro Ads are followed. 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. 15 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 trayline when necessary, especially breakfast, when short staffed.</p> <p>Assigns Food Service Supervisor I's to supervise specific serviceareas and functions.</p> <p>Evaluates workflow, trouble shoots and finds solutions; standardizes the preparation and serving of food in various diningrooms; monitors compliance to sanitation and safety standards by regularinspections and audits of work areas, serving areas, and equipment.</p> <p>Follows up with Food Service Supervisor I's implementation of plans of corrections; gives feedback to Food Service Supervisor I's, Assistant Director of Nutrition Services and/or Director of Nutrition Services about sanitation and safety concerns; develops and conducts in-service training to reflect recurring sanitation and safety issues; and document training.</p> <p>Writes procedures for operation and sanitation of dining room areas and equipment; sets example for employees and patient workers by practicing good personal hygiene, food handling and safety techniques; oversees the vector control for the serving areas; and develops and implements security procedures for the serving areas. Maintains security of working areas and work materials and inspects the premises and searches patients for contraband.</p> <p>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.</p>
<p>25%</p>	<p>Manages and oversees the departmental training of new employees. Conducts annual facility and departmental training of staff and ensures staff attends all annual HAU training. Attends Thursday Production meeting & quarterly Menu meeting. Covers FSS I position when FSS I is on vacation, and/or any other leave of absence.</p> <p>Plans departmental work schedules for Food Service Technician I/II/Food Service Supervisor I's; participates in hiring process; develops, directs and monitors Food Service Supervisor I's knowledge of the job, expectations,</p>

	<p>supervisory skills and recommends outside training where applicable; evaluates Food Service Supervisor I's job performance, completes annual performance reviews and assist in their annual performance planning; supports and coaches Food Service Supervisor I's in employee relations situations such as counseling, Letters of Expectations, Individual Development Plan, meetings and on-the-job training; reviews employee Probationary Reports and Individual Development Plans done by Food Service Supervisor I's; effectively motivates employees and recognizes employee accomplishments verbally and in writing where appropriate.</p> <p>Holds regular meetings with the Food Service Supervisor I's and documents contents; coordinates vacation scheduling for Presentation area staff, in conjunction with Food Service Supervisor I's and Assistant Director of Dietetics; monitors the use of sick leave and other types of unscheduled absences; recommends and assists in counseling for deficient attendance; writes Letters of Expectations as needed; keeps Assistant Director of Nutrition Services informed about individual employee's development needs and effectively recommends plans; verifies accuracy of Daily Attendance sign in sheets, checks accuracy of 634 and monitor timely submission to department's timekeeper; adheres to and enforces, departmental regulations and guidelines in relation to Equal Employment Opportunities. Enforces and adheres to laws and rules regarding Violence in the Workplace, Sexual Harassment, and professional conduct.</p> <p>Completes Probationary and IDPs per scheduled dates for assigned staff. Completes progressive discipline process as needed concerning staff. Sets up annual & maintains vacation calendar. Approves vacation time off for Presentation staff. Maintains all standards required by Title 22, CMS and JCAHO. 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.</p> <p>Lead by example; adheres to Union regulations; attends trainings required by Department of State Hospitals and communicates department's mission and objectives to Food Service Supervisor I's and gives feedback to Hospital Administrative Resident I about assigned area's activities, problems and concerns.</p>
15%	<p><u>MARGINAL FUNCTIONS</u></p> <p>Trains newly hired Food Service Technician I/II's, Food Service Supervisor I's, and patient workers when needed; conducts regular review training sessions and other training required by the department documents training; conducts mandatory monthly safety training and other training required by the department; coordinates with Supervising Cook I's employees' compliance with facility's required annual training hours, and other training required by the department; may attend regular facility's Environmental Survey.</p>

	<p>Communicates problems and concerns about equipment and building maintenance to Hospital Administrative Resident I/Assistant Director of Nutrition Services and Plant Operations for plan of correction; and reports un-repairable, obsolete equipment to Hospital Administrative Resident I for disposal, repair, etc.</p>
<p>5%</p>	<p>All other duties and special projects as assigned consistent with this classification.</p>
<p>Other Information</p>	<p>SUPERVISING RECEIVED: Assistant Director of Dietetics</p> <p>SUPERVISION EXERCISED: Food Service Supervisor I, Food Service Technician I/II, Custodian.</p> <p>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.</p> <p>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, bake shop, and vegetable preparation; effective personnel practices and general pantry operation.</p> <p>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.</p> <p>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.</p> <p>REQUIRED COMPETENCIES:</p>

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.

CULTURAL AWARENESS: Demonstrates awareness to multicultural issues in the workplace that enable the employee to work more effectively.

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.

TECHNICIAN PROFICIENCY (SITE SPECIFIC):

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

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 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 are able to 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