

DUTY STATEMENT
DSH3002 (Rev. 01/2020)



California Department of
State Hospitals

Box reserved for Personnel Section

	RPA #	Position Control Approval: cm	Date: 10/22/25
Employee Name	Division Hospital Administration		
Position No / Agency-Unit-Class-Serial 455-549-2256-XXX	Unit Nutrition Services		
Class Title Food Service Supervisor II (Safety)	Location Atascadero State Hospital		
Subject to Conflict of Interest ☐ Yes ☒ No	CBID S15	Work Week Group 2	Class Ranges N/A
MAJOR TASKS, DUTIES, AND RESPONSIBILITIES Under general direction – directs, coordinates, and standardizes the serving of food in the various dining areas of the hospital; assigns work, leads, supervises, and gives instruction & training to employees & workers from the patient population, evaluates their performance and takes or recommends appropriate action; supervises the preparation for meal service, and the maintenance & arrangement of dining & serving areas, equipment & utensils; performs & coordinates inspections and maintains uniform food handling practices & standards of safety/sanitation; establishes standards and maintains accepted practices for warewashing operation; as necessary, assists in the performance of the foregoing tasks; assures equitable distribution of food; observes and reports on patients' attitudes toward food served; keeps food acceptance records; supervises care of food for storage or disposal of applicable food remaining after service; coordinates the food service with the food preparation area of Nutrition Services and with nursing services/residential unit staff as needed; orders, receives, and supervises storage & inventory of supplies & equipment; keeps records; makes reports; and performs other related work. Oversees the safety of the staff and patient workers in the kitchen and dining areas. Incumbents ensure public property is protected and safe. In addition, incumbents will respond to emergency situations as trained in Therapeutic Strategies and Interventions (TSI).			
20%	Monitor, orient, evaluate, and apply the disciplinary process in order for employees to work at/above expected standards in meeting State/Hospital/Department requirements. Oversee and directly provide as needed an area specific orientation in policies & procedures. Verify competency prior to performing tasks unsupervised; monitor and retrain as needed. Evaluate performance of Food Service Supervisor Is (FSS Is) per hospital requirements, including completion of periodic probationary and annual performance reports. Identify performance issues, provide intervention, and apply steps in the State disciplinary process. Provide routine performance reviews of Presentation/Dining Room Food Service Technician (FST) staff as needed. Ensure work schedules and assignment schedules provide adequate coverage. Monitor accuracy of Daily Attendance Records. Assist FSS Is with processing staff requests for time off. Transcribe from Daily Attendance Records to		

	Absence & Additional Time Worked Reports when required (form 634). 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.
20%	Monitor, observe, ensure, and directly assist as needed to provide cafeteria-style meals in multiple dining rooms, delivered meals, nourishment deliveries, and unit meal events, as outlined in policies/procedures. Ensure smooth meal service by observing FSS Is' supervision of meal service: observe that distribution/allocation of food is adequate throughout the serving lines for the full meal period, in order to prevent shortages; assist FSS Is to resolve issues with Production supervisors; monitor to ensure for accurate/efficient serving line set-up according to the menu & accurate/efficient service during meal times, menu items are served in a courteous manner, portion control is maintained using the Portion Control Manual & revise the Manual when needed, substitutes are offered; and patients & staff are verbally addressed as needed per codes of conduct. Nourishments and meals delivered for patients who cannot attend the dining rooms are accurately assembled and efficiently delivered throughout the hospital including use of rethermalization systems & carts, as needed to monitor & assist. Foods/beverages are accurately and efficiently provided for on-unit meal events, including to monitor and assist as needed the assembly lines for food set-up, loading & pushing insulated carts, climbing stairs. Examples are when there is a sack lunch delivery program throughout the hospital or when there is emergency feeding on the units during quarantine, lockdown, etc. Modified diets are accurately served per instructions that must be read/followed such as the instructional cards, modified diet menus, special order sheets, etc. Minimally process diet orders per policy when needed, e.g., essential modified diets when no dietetic tech is on duty. Equipment is properly used per the Sanitation & Equipment Manual (SEM), e.g., serving line carts, refrigeration equipment, rethermalization equipment, electric or mobile transport carts, etc.; revise the Manual as needed. Required stock/supplies are maintained, e.g., inventory, storeroom order prepared, retrieval, and storage areas restocked in an orderly manner including upstairs storage. Ensure FSS Is directly visually inspect on a meal-by-meal and quarterly basis, document, and complete corrective actions as needed.
15%	Monitor and intervene as needed to ensure adherence to requirements in infection control and food safety/Hazard Analysis Critical Control Points (HACCP). Handwashing, glove usage, dress code, personal hygiene, complete annual health reviews in birth months, report physical concerns & infectious illnesses of alert per policy in the prevention of food borne illness. Standard transmission-based precautions, isolation/contact precautions are followed. Proper cleanup occurs of a body/blood spill. Cleanup supplies and Personal Protective Equipment (PPE) kits are

	restocked. Food safety/HACCP standard operating procedures as in the Nutrition Services Policy & Procedure Manual and Sanitation & Equipment Manual are followed. Food is protected from contamination. Food temperatures are maintained/monitored/recorded with corrective action when needed during setup, transport, and service. Food and equipment (refrigerated units/warewash machines) temperatures/pressure are taken, recorded, reported, and FSS Is take/record corrective action. Food samples are assembled/stored for infection control purposes. Ensure and assist FSS Is to directly, visually inspect & document regarding civilian & vocational workers at the beginning of each shift (and ongoing as needed) for any observable skin infections or communicable diseases, and take precautionary actions as indicated.
15%	Monitor, intervene, and directly assist as needed to ensure presentation areas, equipment, and utensils are orderly, clean, and sanitized as required. Utensils, equipment, tableware, work areas, and furniture are clean, sanitized and in good repair per Sanitation & Equipment Manual. Spot cleaning occurs between unit feedings and thorough cleaning/sanitizing after/between meals. Warewash machine procedures are followed. Food/supplies are properly stored/organized when not in use, including applicable storage rooms and assigned refrigerators/freezers in Production. Waste/trash & recyclables are disposed, and trash receptacles cleaned. Soiled linens are stored and transported appropriately. Ensure weekly cleaning schedule is adhered to. Ensure FSS Is directly, visually inspect on a meal-by-meal and quarterly basis, document, and complete corrective actions as needed. Recommend equipment upgrades. Revise Sanitation & Equipment Manual sections when assigned.
15%	Model, monitor, and intervene as needed to ensure adherence to requirements in safety, security, emergency response, and a non-hostile work environment. Security is continuously maintained and contraband controlled. Monitor FSS Is to directly count, issue, account for utensils per shift. FSS II reports and takes decisive actions when contraband is missing. Designated areas/storage cabinets are secured and locked as established. Equipment, utensils, tableware, and work areas are visually inspected for safety/security. Inspects areas for safety /security routinely. Submits work orders and contacts Plant Operations as needed. Safety precautions in movements and actions/body ergonomics are followed. Injuries are reported. FSS II administers from the discomfort kit if needed. FSS II reviews first aid log entries. FSS II completes injury report and assists Nutrition Services Safety Manager with further investigation & development of corrective actions as needed. FSS II coordinates returns to work after medical leaves. Coordinate for a fitness for duty evaluations when needed. Safety Data Sheets (in SDS Manual) are applied for the safe use of chemicals and protective equipment. Bring forward and discusses safety concerns as an ongoing member of the department's scheduled Safety Meetings and as needed in staff meetings held throughout each week. Directly perform quarterly Shakedown, fire drills, and Safety Audits when needed. Report to work as scheduled/directed during hospital and community emergencies and implements role/leadership in Emergency Preparedness for providing food/water to staff/patients; determine and implement contingency/alternate feeding plans when required. Staff are aware & implement their role during emergency red lights. FSS II directly responds to assigned red light areas.

	Model, observes staff, and intervene to prevent breaches in relationship security and therapeutic boundaries. Model, observe staff, and intervene toward meeting requirements in equal employment opportunity and for a non-hostile work environment (nondiscrimination, sexual harassment prevention); patient rights, abuse prevention, cultural sensitivity; codes of conduct, treatment of others with professionalism, respect & courtesy; teambuilding; and overall non-disruptive work environment.
10%	Participate in Performance Improvement activities and other miscellaneous responsibilities. Attend meetings as assigned, e.g., staff meetings, department safety meeting, department menu conference, department performance improvement meeting, vocational rehab meeting, etc. Attend as needed the monthly Nutrition Services & Unit Representatives [patient] meeting. Compile, evaluate, and prepare reports covering data/observations for Quality Control and Performance Improvement program. Complete further assigned PI activities, e.g., food acceptance surveys; observe food service on units/programs for adherence to food safety & other requirements; complete projects as assigned. Stay informed on statutory/regulatory/accreditation requirements and incorporate into ongoing monitoring for adherence, e.g., The Joint Commission, California Title 22 Licensing, California Retail Food Code (Environmental Health), Labor Contracts. Escort/respond to surveyors during inspections. Act as Director of Dietetics in chain of command when needed. Assist with hiring new staff. Utilize the computer to complete assignments, e.g., food service automation systems, word processing, email, etc. Monitor refreshments & assistance for approved staff functions is provided when approved. Read/follow/enforce applicable manual sections; attend/enforce periodic training; provide one-on-one training as needed and group training as needed/directed.
5%	Implement the patient vocational labor program in Nutrition Services. Hire and orient new patient vocational workers and any job coaches when the position exists. Provide ongoing observation and reinforcement/retraining in standard operations, safety, and food handling/HACCP principles. Document periodic evaluations to the treatment team as required. Interfaces with the vocational rehabilitation counselors and unit staff when needed to resolve concerns. Terminate vocational workers when indicated. Maintain timekeeping records and reports as directed. Ensure destination cards are recorded. Model and provide guidance for FSTs in therapeutic communication with patient vocational workers. Document and process as needed for authorizing Institutional Worker Supervision Pay.
Other Information	Supervision Received: Dietetics Assistant Director Supervision Exercised: Food Service Supervisor Is Food Service Technicians Act as Dietetics Director after business hours of Mon.-Fri. 0800-1630 when still on duty, in the absence of the Director, Assistant Directors, and Supervising Cook II. KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Arrangement and operation of dining areas and food service counters; various types of dining room and serving utensils and equipment and their uses; appropriate cleaning and preserving materials and their use in the maintenance of dining room utensils and work areas; dining room sanitation and safety measures; effective personnel practices; operation of a food control program and general pantry operations.

ABILITY TO:

Plan, organize and direct the work of others; modify food to special needs of population served; plan and conduct in-service training programs; analyze situations accurately and adopt an effective course of action; keep records and prepare reports; follow serving instructions for therapeutic diets.

REQUIRED COMPETENCIES

ANNUAL HEALTH REVIEW

All employees are required to have an annual health review and TB test or whatever 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 for controlling the spread of pathogens appropriate to job class and assignment.

SAFETY

Actively supports a safe and hazard free workplace through practice of personal safety vigilance in the identification of safety or security hazards.

CPR

Maintain current certification as indicated by local facility.

THERAPEUTIC STRATEGIES AND INTERVENTIONS

Applies and demonstrates knowledge of correct methods in the management of assaultive behavior as taught in Therapeutic Strategies and Interventions (TSI).

DIVERSITY, EQUITY, AND INCLUSION

Demonstrates awareness of cultural humility in the workplace to promote fair treatment among fellow staff and patients.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION

Maintain and safeguard the privacy and security of patient's protected health information (PHI) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPPA and all other applicable privacy laws.

THERAPEUTIC RELATIONSHIPS / RELATIONSHIP SECURITY

Demonstrate 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.

SITE SPECIFIC COMPETENCIES

Personnel Management: Applies leadership and demonstrates knowledge of effective staff training/instruction, monitoring, evaluation, and supervisory interventions to attain standards in and improve employee performance.

Dietary Regulations/Standards: Applies knowledge to ensure compliance to Licensing regulations, The Joint Commission standards, and the California Retail Food Code (Environmental Health Cal Code).

Presentation Methods: Applies and demonstrates knowledge of presentation methods/HACCP principles and modified diet service including minimally process essential diet orders when needed; ability to refer to Nutrition Care Manual; ability to train /monitor others.

Relationship Security: Demonstrates professional interactions with patients and maintains therapeutic boundaries. Takes effective action and monitors, per policy, any suspected employee/patient boundary violations.

TECHNICAL COMPETENCIES

Applies knowledge of presentation methods in a psychiatric setting.

Equipment: Applies and demonstrates knowledge of presentation equipment operation and cleaning and ability to train others including equipment on serving lines, sanitation areas such as the warewash machine, and delivery systems.

Office Equipment: Utilizes computers for word processing, email; accesses operational information; applies foodservice software; uses other office equipment, e.g., copier for copy, scan, fax.

PHYSICAL DEMANDS - See attached**LICENSE OR CERTIFICATION**

N/A

TRAINING CATEGORY - 3

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

The employee is required to complete mandated leadership training and development curriculum for CEAs, managers, and supervisors upon initial appointment as outlined in Government Code Section 19995.4

WORKING CONDITIONS:

Report to work on time and follow procedures for reporting absences. Maintain a professional appearance. Appropriately maintain cooperative, professional, and effective interactions with employees, individuals, and the public.

Physical Requirements of Position
FOOD SERVICE SUPERVISOR II (2256)

Activity	Never/Rarely < 5 min.	Infrequently 5-30 min.	Occasionally 31 min.-2.5 hrs.	Frequently 2.5-5.0 hrs.	Constantly > 5 hrs.	Comments
Interacting/communicating: Face-to-face with public	X					
By phone with public	X					
With inmate, patients, or clients			X			
With co-workers					X	
Supervising staff					X	
Lifting/Carrying						
0 - 10 lbs.			X			
11 - 25 lbs.			X			
26 - 50 lbs.		X				
51 - 75 lbs.	X					
76 - 100 lbs.	X					
100 + lbs.	X					
Sitting			X			
Standing				X		
Running	X					
Walking			X			
Crawling	X					
Kneeling		X				
Climbing		X				
Squatting		X				
Bending (neck)			X			
Bending (waist)			X			
Twisting (neck)				X		
Twisting (waist)			X			
Reaching (above shoulder)			X			
Reaching (below shoulder)			X			
Pushing & Pulling			X			
Power Grasping		X				
Handling (holding, light grasping)			X			
Fine fingering (pinching, picking)		X				
Computer use (keyboard, mouse)			X			
Walking on uneven ground		X				
Driving	X					
Operating hazardous machinery	X					
Exposure to excessive noise	X					
Exposure to extreme temp.		X				DISH MACHINE, REFRIGERATORS
Exposure to dust, gas, fumes, or chemicals		X				
Working at heights	X					