

## DUTY STATEMENT DEPARTMENT OF STATE HOSPITALS – ATASCADERO NUTRITION SERVICES

<b>JOB CLASSIFICATION: FOOD SERVICE SUPERVISOR I</b>
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### 1. MAJOR TASKS, DUTIES, AND RESPONSIBILITIES

Orient, monitor, evaluate, and apply the disciplinary process in order for employees to work at/above expected standards in meeting State/Hospital/Department requirements. Observe, ensure and directly assist as needed to provide: cafeteria-style meals in multiple dining rooms, on unit meals, nourishment deliveries, and unit meal events, as outlined in policies/procedures. Monitor and intervene as needed to ensure adherence to requirements in infection control and food safety (Hazard Analysis Critical Control Points (HACCP)). Monitor, intervene, and directly assist as needed to ensure presentation areas, equipment, and utensils are orderly, clean, and sanitized as required. Model, monitor, and intervene as needed to ensure adherence to requirements in safety, security, emergency response, and a non-hostile work environment. Implement the patient labor program in Nutrition Services. Participate in Performance Improvement activities and other miscellaneous responsibilities.

25 % **Orient, monitor, evaluate, and apply the disciplinary process in order for employees to work at/above expected standards in meeting State/Hospital/Department requirements.**

Responsibilities include:

- Provide staff with an area specific orientation in policies & procedures, including demonstrations of operations and equipment use. Verify competency prior to performing tasks unsupervised; monitor, and retrain as needed.
- Evaluate performance of Food Service Technicians (FSTs) 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 reviews of staff as needed. Inform staff of optional programs, e.g., Family & Medical Leave Act and Employee Assistance Program.
- Create work schedules and assignment schedules for daily jobs. Verify accurate Daily Attendance Records. Arrange for and process requests for time off.
- Food Service Supervisor I (FSS) reads/follows/enforces applicable manual sections; attends/enforces periodic training; provides one-on-one training as needed and group training as needed/directed.

20 % **Observe, ensure, and directly assist as needed to provide: cafeteria-style meals in multiple dining rooms, on unit meals, nourishment deliveries, and unit meal events, as outlined in policies/procedures.** Examples:

- Menus are posted. FSS reads/reviews menu with staff prior to service and instructs, e.g., on menu alterations, portion control/utensil use, and items to be served by staff versus patients. FSS issues correct serving utensils.
- Food is properly distributed/allocated throughout the serving lines throughout the service period, in order to prevent shortages; FSS resolves issues with Production supervisor.
- The serving lines are efficiently organized/coffee, etc. prepared.
- Menu items are manually provided in an accurate, efficient, and courteous manner; portion control is maintained using the Portion Control Manual; substitutes are offered. Patients and staff are verbally addressed as needed per codes of conduct.
- FSS receives complaints in a courteous manner, immediately resolves if needed, investigates,

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and documents. FST concerns for patient intake is referred to the dietitians.

- Nourishments and meals delivered for patients who cannot attend the dining rooms are accurately assembled & efficiently delivered throughout the hospital including use of rethermalization systems & carts and climbing stairs to deliver to some of the upstairs units.
- Foods/beverages are accurately and efficiently provided for on-unit meal events that includes assembly lines for food setup, loading & pushing insulated carts, climbing stairs, e.g., when there is a sack lunch delivery program throughout the hospital or when there is emergency feeding on the units such as during a quarantine or lockdown.
- Foods/beverages are accurately and efficiently provided for approved special events.
- The modified diets are accurately served per instructions that must be read/followed such as the instructional cards, modified diet menus, special order sheets, etc. Patient dietetic concerns are referred to the dietitians. FSS to minimally process diet orders per policy when needed, e.g. essential modified diets when no dietetic technician is on duty.
- Equipment is properly used per the Sanitation & Equipment Manual, e.g., serving line carts, refrigeration equipment, rethermalization equipment, etc.
- Required stock/supplies are maintained, e.g., inventory, retrieval, and storage areas restocked in an orderly manner, including upstairs storage. FSS prepares storeroom order.
- FSS directly visually inspects on a meal-by-meal and quarterly basis as specified, documents, and completes corrective actions as needed.
- FSS reads/follows/enforces applicable manual sections; attends/enforces periodic training; provides one-on-one training as needed and group training as needed/directed.

15 %

#### **Monitor and intervene as needed to ensure adherence to requirements in infection control and food safety/Hazard Analysis Critical Control Points (HACCP).** Examples:

- Handwashing, glove usage, dress code, personal hygiene, no smoking or tobacco use on grounds, 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.
- HACCP standard operating procedures in the HACCP Manual are followed.
- Food is protected from contamination.
- Food temperatures are maintained during setup, transport, and service.
- Food and equipment (refrigerated units/dishmachines) temperatures/pressure are taken, recorded, reported, and FSS takes/records corrective action.
- Food samples are assembled/stored for infection control purposes.
- Staff annual physicals are completed in the birthmonths.
- FSS directly visually inspects/documents servers at the beginning of each shift (and ongoing as needed) for any observable skin infections or communicable diseases and takes precautionary actions as indicated. Additionally, FSS directly inspects on a meal-by-meal and quarterly basis, documents, and completes corrective actions as needed.
- FSS reads/follows/enforces applicable manual sections; attends/enforces periodic training; provides one-on-one training as needed and group training as needed/directed.

15 %

#### **Monitor, intervene, and directly assist as needed to ensure presentation areas, equipment, and utensils are orderly, clean, and sanitized as required.** Examples:

- 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.

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- 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.
- FSS develops a weekly cleaning schedule to assign tasks and ensure completion.
- FSS directly visually inspects on a meal-by-meal and quarterly basis, documents, and completes corrective actions as needed.
- FSS reads/follows/enforces applicable manual sections; attends/enforces periodic training; provides one-on-one training as needed and group training as needed/directed.

15 %

#### **Model, monitor, and intervene as needed to ensure adherence to requirements in safety, security, emergency response, and a non-hostile work environment.** Examples:

- Security is continuously maintained/contraband controlled. FSS directly counts, issues, accounts for utensils per shift. FSS 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 alerts throughout the shift.
- FSS inspects areas for safety /security at the opening and closing of the shift.
- FSS submits work orders and contacts Plant Operations when immediate attention is needed.
- Safety precautions in movements and actions/body ergonomics are followed.
- Injuries are reported. FSS administers from the discomfort kit if needed. FSS reviews first aid log entries. FSS escorts to Urgent Care Room when applicable injury/illness. FSS completes injury/illness report and assists the Nutrition Services Safety Manager with further investigation and development of corrective actions as needed; discusses corrective actions with employees. FSS coordinates returns to work after medical leaves.
- FSS coordinates for a fitness for duty evaluations when needed.
- Safety/Safety Data Sheets (in SDS Manual) are applied for the safe use of chemicals and protective equipment.
- FSS discusses safety concerns daily and as needed in meeting format.
- FSS directly performs quarterly shakedown, fire drills, and safety audits as directed.
- FSS reports to work as scheduled/directed during hospital and community emergencies and implements role/leadership in Emergency Preparedness for providing food/water to staff/patients; determines and implements contingency/alternate feeding plans when required.
- FSS responds as trained during other emergencies, e.g., significant risk or occurrence of bodily harm, fire, chemical spill, bomb threat, terrorism, lockdown, etc.
- Staff are aware/implement their role during emergency red lights. FSS directly responds to assigned red light areas.
- Observing staff completes Verbal Behavior Reports, Special Incident Reports or other documentation when patient shows adverse behavior. FSS directly completes if needed, interfaces with unit staff, and processes the documents.
- FSS models, observes staff, and intervenes to prevent breaches in relationship security and therapeutic boundaries.
- FSS models, observes staff, and intervenes toward meeting requirements in equal employment opportunity and a non-hostile work environment (nondiscrimination, sexual harassment prevention); patients rights; abuse prevention; cultural sensitivity; codes of conduct; treatment of others with professionalism, respect & courtesy; teambuilding; and overall non-disruptive work environment.
- FSS reads/follows/enforces applicable manual sections; attends/enforces periodic training;

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provides one-on-one training as needed and group training as needed/directed.

- 5% **Implement the patient labor program in Nutrition Services.** Responsibilities include:
- Hire and orient new patient workers and job coaches.
  - Provide ongoing observation and reinforcement/retraining in standard operations, safety, and food handling/HACCP principles.
  - Document periodic evaluations to the treatment team as required.
  - Terminate patient 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 workers.
  - FSS reads/follows/enforces applicable manual sections; attends/enforces periodic training; provides one-on-one training as needed and group training as needed/directed.
  - Document for Institutional Worker Supervisor Pay.
- 5% Participate in Performance Improvement activities and other miscellaneous responsibilities.  
Examples:
- Attend meetings as assigned, e.g., tailgate meetings, staff meetings, department safety meeting, department menu conference, department performance improvement meeting.
  - 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.
  - Stay informed on regulatory/accreditation requirements and incorporate into ongoing monitoring for adherence, e.g., The Joint Commission, California Retail Food Code (Environmental Health Cal Code), California Title 22 Licensing, Labor Contracts. Escort & respond to surveyors during inspections.
  - Assist with hiring new staff.
  - Utilize the computer to complete assignments, e.g., food service automation systems, word processing, email, etc.
  - Attend at least one supervision development class per year after completing the required supervision development series at time of appointment.
  - Provide refreshments, etc. for approved staff functions.
  - Provide for special meal/refreshment events for patients as assigned, e.g., cultural/religious.
  - Answer phones and respond to inquiries at the dining room offices.

## **2. SUPERVISION RECEIVED**

- Food Service Supervisor II
- Assigned Assistant Director of Dietetics

## **3. SUPERVISION EXERCISED**

- Food Service Technician I's and II's
- Acts as Food Service Supervisor II when absent
- Acts as Director of Dietetics after business hours of Monday-Friday 0800-1630 when no Supervising Cook I is on duty

## **4. KNOWLEDGE AND ABILITIES**

### **KNOWLEDGE OF:**

The arrangement, application, and operation of dining areas and food service counters; various types of

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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; 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.

## **5. REQUIRED COMPETENCIES**

### **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 and vigilance in the identification of safety or security hazards.

**CPR** N/A

### **AGE SPECIFIC**

Provides services commensurate with age of patients / clients being served. Demonstrates knowledge of growth and development of the following age categories:

Pediatric                  Adolescent                  **X Adult**                  **X Geriatric**

### **MANAGEMENT OF ASSAULTIVE BEHAVIOR**

Applies and demonstrates knowledge of correct methods in Therapeutic Strategies & Interventions (TSI).

### **CULTURAL AWARENESS**

Demonstrates awareness to multicultural issues in the workplace to enable the employee to work effectively

### **PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION**

Maintains and safeguards the privacy and security of patients' protected health information (PHI) and other individually identifiable health information (IHI) whether it is paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

### **SITE SPECIFIC COMPETENCIES**

- **Personnel Management:** Applies leadership and demonstrates knowledge of effective staff training/instruction, monitoring, evaluation, and supervisory intervention to attain standards in and improve employee performance.
- **Dietary Regulations/Standards:** Applies knowledge to ensure compliance with 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 Manuals; ability to train and 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 PROFICIENCY (SITE SPECIFIC)**

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- 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, and delivery systems.
- Office Equipment: Utilizes computers for word processing, email, and accessing information to meet operational needs; applies foodservice software; uses other office equipment, e.g., copier for copy, scan, fax.

**6. LICENSE OR CERTIFICATION N/A**

**7. TRAINING - Training Category = 12**

The employee is required to keep current with the completion of all required training including Hospital Training Category 12 and additional requirements of the Nutrition Services Department that includes for supervisors a Certified Food Safety manager course.

**8. WORKING CONDITIONS**

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 hospital. 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.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Reviewing Supervisor Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date