

Washington County Hospital & Clinics
Job Description

Title: Food & Nutrition Services Director
Updated: 10/17/2017

Location: WCHC Main Campus
Department: Food & Nutrition Services
Supervisor: Facilities Director

Supervises: Kitchen Supervisors
Cooks
Food Service Workers

Wage: Salary (Exempt)
Schedule: Full Time
Typical, Monday-Friday
Holidays and Weekends As Required

Benefits: WCHC Benefits

Description

The Food & Nutrition Services Director is responsible for all operational aspects of the Food & Nutrition Services Department to provide quality nutritional services to WCHC patients, long term care residents, staff, and visitors. WCHC Food & Nutrition Services Department provides food service for admitted hospital patients tray service, long term care residents dining room and tray service, caregiver tray service, Meals on Wheels, staff/visitor cafeteria, and WCHC catering events.

Successful Food & Nutrition Services Department performance includes regulatory compliance, patient/resident satisfaction, team member satisfaction, employee relations and morale, quality process management, and budgetary compliance. The Food & Nutrition Services Director, working with the WCHC Dietitian, is responsible for maintaining departmental policies and procedures and assures that all aspects of department operations are consistent with WCHC's mission, vision, and values.

Qualifications

Graduate of Dietary Manager's Program, 2-yr or 4-yr program (equivalent experience considered)
Certified Dietary Manager, Certified Food Protection Professional (CDM/CFPP) Credentials
High School Graduate or equivalent
Minimum two years of experience in healthcare food service management
Ability to read, write, and understand English language
Excellent motivating, coaching, and supervising skills
Effective written and verbal communication skills
Good math, computer, organizational, and customer service skills

Working Conditions and Physical Requirements

Normal working conditions are a typical food service environment including physical tasks which range from low to moderate intensity, including standing and walking for long periods of time, bending, reaching, handling hot objects, using hand and power equipment, and occasional lifting up to 50 lbs.

Principle Responsibilities

Operations Management

- Recruit, interview, hire, train, coach, evaluate, reward, discipline, and when necessary, terminate employees in accordance with WCHC policies and procedures
- Develop and utilize an effective orientation program to train and support new employees
- Develop and maintain departmental policies and procedures
- Develop and maintain job descriptions and job duties for each level of foodservice personnel
- Develop work schedules to ensure adequate staff to cover each shift
- Create and monitor budgets for a cost-effective program
- Manage revenue-generating services
- Use forecasts, food waste records, inventory, and equipment records to plan the purchase of food, supplies, and equipment
- Justify improvements in the department design and layout
- Work cooperatively with patients, residents, facility staff, physicians, consultants, vendors, and other service providers
- Maintain good working relationships with other department directors, senior administrators, and other key constituent groups
- Actively participate in departmental and interdepartmental quality and process improvement efforts

Foodservice Management

- Specify standards and procedures for preparing food
- Develop cafeteria menu
- Participate in hospital and long term care menu planning, including responding to patient and resident preferences, substitution lists, therapeutic diets, and industry trends
- Inspect meals and assure that standards for appearance, palatability, temperature, and serving times are met
- Manage the preparation and service of special nourishments and supplemental feedings
- Assure that foods are prepared according to production schedules, menus, and standardized recipes
- Assure that tray service is delivered with customer focus including AIDET standards
- Assure productive lines of communications between the FNS department and all other WCHC departments
- Provide monthly department meetings and required in-service education sessions

Food Safety

- Assure safe receiving, storage, preparation, and service of food
- Protect food in all phases of preparation, holding, service, cooking, and transportation, using applicable regulations
- Prepare cleaning schedules and maintain equipment to ensure food safety
- Ensure proper sanitation and safety practices of staff
- Actively participate in facility infection control programs

Nutrition and Medical Nutrition Therapy

- Process new diet orders and diet changes; keep diet cards updated
- Determine patient and resident diet needs and develop appropriate dietary plans in cooperation with WCHC Dietitian and in compliance with physicians' orders
- Review plan of care related to nutritional status; document concerns that can be resolved, improved, or addressed to improve patient's nutritional status and eating function
- Work with the WCHC Dietitian to review, revise, and implement the patient's nutrition assessment and plan of care
- Support registered dietitian duties as needed

WCHC Requirements

Safety: Safety is the responsibility of all employees at WCHC. The organization is committed to provide a safe and healthy work environment for all employees. WCHC certainly encourages employees to share safety concerns with their direct supervisor or any member of the Safety Committee. Employees must comply with all safety policies and procedures.

Compliance and Ethics: Employees must adhere to the WCHC Code of Conduct. They will maintain a professional manner, integrity, and ethics related to the employee's job.

Confidentiality: WCHC employees will adhere to patient confidentiality as well as the confidentiality of hospital business information.

Customer Service: WCHC employees will adhere to the Customer Service Standards presented during Customer Service Training. WCHC expects personnel to exceed customer's expectations.