

LIFEWELL SENIOR LIVING / LEGACY AT FALCON POINT DINING SERVICES DIRECTOR JOB DESCRIPTION

JOB TITLE: Dining Services Director

DEPARTMENT: Culinary

REPORTS TO: Executive Director

POSITION TYPE: Salary, Exempt

SUPERVISES: Dishwashers, Line Cooks,
Waitstaff

POSITION SUMMARY: The Dining Services Director is responsible for planning, organizing, developing, and directing the overall operations of the Culinary Department in accordance with property policies and procedures, current standards, guidelines, and regulations governing our property. They are also responsible to ensure that quality nutritional services are provided on a daily basis and that the department is maintained in a clean, safe and sanitary manner.

Additionally, they will be responsible for the hiring, evaluating, coordinating, motivating, monitoring performance, scheduling and supervising the department staff. They will also make recommendations to the Executive Director with respect to staff evaluations, merit pay increases, reprimands, disciplinary actions and terminations.

1. Position Responsibilities

- Ensure the dining experience created for all residents, family members and visitors is of high quality including menu selection, meal preparation, meal presentation, food taste and meal service.
- Plan, prepare, present and deliver all meals in the community, making sure they are of high quality, palatable and appetizing.
- Plan and prepare food items for activities, marketing and special events, as requested.
- Prepare and serve food in accordance with sanitary regulations, as well as with established policies and procedures. Report any incidents or infractions to Executive Director.
- Develop and implement culinary procedures that ensure that food is ready on time and proper temperature levels are met.
- Maintain control over meal portions and food consistency. Estimate food requirements and controls serving portions thereby eliminating waste and leftovers.
- Assist in the preparation of meals as necessary.
- Plans menu according to patterns described by law and through experience. Ensure menu plans are followed at all times. Developing methods for determining quality and quantity of food served.
- Visit residents regularly to determine special likes and dislikes and individually tailor the Culinary Services Program as much as possible to meet their needs.
- Solicit resident feedback regarding the menus, thru active participation in the Food Committee. Incorporate their likes/dislikes into the menus. Offer options and choices to meet their expectations.
- Order all food within budget guidelines and maintain accurate inventories of food on hand. Train other culinary personnel to only receive food orders that are correct in quality, quantity and price.
- Process diet changes and new diets received from Health Services Director and cooperate in the therapeutic and regular diet plans and menus to assure they are in compliance with the physician's orders.

- Assist the Dietician to ensure that a resident's culinary needs are fulfilled.
- Maintain a clean and orderly dining room(s) and kitchen(s). Ensure that food storage areas are clean and properly organized/arranged at all times. Inspect food storage rooms, utility/janitorial closets, etc., for upkeep and supply control.
- Ensure a sanitary work environment and conform to all local codes and policies regarding proper storage, handling and serving of food.

2. Human Resource Responsibilities

- Interview, hire, monitor, motivate, reward, train, retain and counsel department staff in accordance with company policy.
- Ensure the new hire process is being followed – pre-employment tests, reference checks, new hire paperwork, initial computer training, etc.
- Observe, address and document any performance related concerns or issues for individual employees in the department on an ongoing basis. Prepare and deliver performance evaluations in a timely manner, according to Company policy.
- Make recommendations to the Executive Director with respect to staff evaluations, merit pay increases, disciplinary actions and terminations.
- Coordinate departmental schedule and ensure adequate staffing in accordance with company standards, policies, procedures, budgets and state law.
- Arrange for coverage of job duties within the department during employee absences either through delegation or personal completion of duties.
- Regularly review employee time records to ensure that employees adhere to scheduled shift times, meal breaks and are accountable for accurate time clock punches. Identify early, late and missed punches and ensure that meal periods are taken. Document disciplinary action, as necessary.
- Conduct and/or participate in new hire orientation for employees of the Community to ensure that everyone is knowledgeable of the goals, policies and procedures for the department.
- Plan, schedule, prepare and conduct in-service classes for staff, as needed.
- Oversee continuing education and staff development programs for department staff, as regulated by Federal and State licensing requirements.

3. Administrative Responsibilities

- Prepare an annual budget request for needed supplies, equipment, and staffing requirements.
- Maintain accurate budget and work within the guidelines set forth in the budget.
- Ensure monthly purchases and staffing patterns are in accordance with approved budget. Monitor compliance with Department's budget through the effective and timely completion of Monthly Spend Downs and be able to explain any variances to the Executive Director, as needed.
- Maintain and organize a system for purchase orders, supplies, equipment and required documentation, including staff evaluations, personnel files, job descriptions, policies and procedures etc.
- As requested, participate in the Community's Manager on Duty Program.
- Implement policies as set forth by the Executive Director, LifeWell Senior Living / Legacy at Crystal Falls and all required Federal, State, County and City regulations.

4. General Duties

- Respond to resident concerns and complaints in a professional and caring manner. Elevate issues to your supervisor when appropriate.
- Demonstrate knowledge of each resident as an individual.
- Understand and ensure compliance with all Federal and state regulations concerning the department.
- Participate in daily “Stand-Up” meetings to communicate key issues within the department.
- Maintain a safe and secure environment for all staff, residents and guests, following established safety standards. Immediately report all hazardous conditions or equipment safety issues to the Executive Director.
- Demonstrate knowledge of infection control, i.e., adequate hand-washing, blood borne pathogens procedures, universal precautions, etc.
- Use Universal Precautions and follow established policies concerning exposure to blood/body fluids.
- Report occupational exposure to blood, body fluids, infectious materials and hazardous chemicals in accordance with the property's policies and procedures governing accidents and incidents.
- Communicates effectively and displays tact and friendliness when dealing with residents, families, visitors, co-workers, and supervisors.
- Support a positive and professional environment in the Community by adhering to guidelines in the employee handbook including dress code, time off requests and employee breaks.
- Attends scheduled in-services and trainings; be dependable and reliable according to attendance and punctuality standards.
- Maintain all required certifications/licensures and training as required by state law and company policy.
- Demonstrate flexibility in work schedule as evidenced by working holidays, evenings, weekends and additional shifts when necessary to ensure adequate coverage within the department.
- Performs other duties consistent with the position as assigned by the Executive Director.

5. Community Involvement

- Encourage teamwork through cooperative interactions with co-workers and other departments.
- Aid in community marketing effort through demonstrated proficiency and willingness to conduct community tours and participation in all required marketing events.
- Ensure positive/friendly interactions with all potential residents, family members and referral sources.
- Provide support to the Assisted Living/Memory Care Department by communicating and filling out necessary paperwork for any observed or suspected resident change of condition

SPECIFIC KNOWLEDGE, SKILLS, LICENSES, CERTIFICATIONS, ETC:

- Must be eighteen (18) years of age
- Must have a high school diploma or equivalent. College course or other education in food service and/or management preferred.
- Prefer six (6) months experience working in a restaurant or similar environment as a lead/headcook
- Prefer one (1) year experience supervising and managing employees
- Able to safely operate standard cooking equipment and utensils typically found in facilities serving food
- Able to safely operate standard household equipment (dishwasher, iron, vacuum, washer, dryer)

- Able to operate a personal computer and be proficient in MS Office programs (Word, Excel, etc.)
- Able to operate standard office equipment, including fax machine, copier, telephone, etc.
- Knowledge of and/or ability to learn the theory and practice of assisted living and dementia care
- Able to work with seniors and patiently interact with cognitively impaired individuals
- Able to be flexible, adapt and respond to change, make decisions in stressful situations and prioritize tasks and projects.
- Able to process information and apply common sense understanding to follow and carry out written or oral instructions.
- Able to analyze, solve and respond to problems or concerns.
- Able to count and perform moderately complex math problems
- Able to read, write and speak the English language and to interact and communicate effectively with employees, supervisors, physicians, health care professionals, residents, and their families
- Must be highly motivated and able to work independently
- Able to obtain and maintain valid first aid certification
- Able to obtain and maintain valid ServSafe Manager's Certificate
- Be mobile and able to perform the physical requirements of the job. Good physical health, verified by a health screening, including a chest x-ray or an intradermal test result not more than 6 months prior or seven (7) days after employment

PHYSICAL DEMANDS: The following information describes the physical activity required to perform the job:

	0-24%	25-49%	50-74%	75-100%
Vision				X
Hearing/Talking/Speaking				X
Fingering/Grasping/Touching/Feeling				X
Sitting	X			
Standing				X
Walking				X
Climbing/Stooping/Bending/ Kneeling/Crawling/Squatting/Twisting			X	
Lifting/Carrying/Pulling/Pushing/Transferring Under 10 pounds				X
Lifting/Carrying/Pulling/Pushing/Transferring Between 10-25 pounds			X	
Lifting/Carrying/Pulling/Pushing/Transferring Over 25 pounds	X			