

Posting date: January 25, 2023

Job Title: Food Services Supervisor

Number of Vacancies: 1

Posting number: EX23-097

Status: Regular Part Time Position

Hours of Work: Up to 70 hours bi-weekly

Shift Work Required: No

Rate of Pay: \$41.81 to \$49.21 per hour

Start date: To follow selection process

Initial Reporting Location: 960 Notre Dame Avenue

Eligible to Work from Home: No

Section: Food Services

Division: Long Term Care Services – Pioneer Manor

Department: Community Development

This position has the possibility of leading into a Permanent Full Time Position

Main Function: Supervise, co-ordinate and monitor all activities pertaining to food preparation, delivery and service including the maintenance of sanitation standards and high-quality customer service. Assist Clinical Dietician in performing resident nutritional assessments and co-ordinating nutritional care.

Duties: Under the general direction of the Manager of Food and Nutrition Services.

1. Supervise and train food service employees, other disciplines, volunteers and families in food preparation, safe food handling, dining service and feeding techniques. Conduct monthly staff meetings.
2. Ensure effective staffing for area of responsibility through adequate scheduling and training.
3. Monitor work procedures for effective productivity, safe practices and cost control adhering to legislative requirements.
4. Participate in the development, implementation, review and revision of goals, objectives, policies, programs and annual budget within the constraints of the *Fixing Long-Term Care Homes Act, 2021* and fiscal environment. Assist in the preparation of strategies including continuous quality improvement and strategic plan. Evaluate resident nutrition care, employee relations and efficiency of meal and food service. Provide recommendations for equipment maintenance and replacement.
5. Complete nutritional assessments and plans of care for residents including initial assessments, referrals and significant weight changes. Collaborate as a member of the multidisciplinary team. Participate in resident care conferences. Complete and distribute required nutrition documentation and maintain computerized menu and resident database.
6. Assess risk, potential responsive behaviours and resident dynamics in order to maintain a safe environment for residents and staff and promote a pleasurable dining atmosphere.
7. Oversee cleaning of the food services and relevant resident care areas, and maintenance of safe food handling and infection control practices according to established standards.
8. Participate in the planning and revision of the Resident and Bistro menu.
9. Investigate complaints and requests from employees, residents, families and/or public and initiate action and follow up as required in a timely fashion.
10. Responsible for the procurement of food and supplies, maintaining adequate inventory and care of food stock under the direction of the Manager of Food and Nutrition Services. Complete financial transactions within scope of authority and utilizing appropriate accounting practices. Direct all activities in the department in regards to food preparation and meal service in conjunction with the Manager of Food and Nutrition Services.
11. Recruit, select, orient and train new employees. Complete and document performance measurements in adherence with CBA's including coaching, performance appraisals, attendance management and disciplinary meetings up to and including discharge. Manage conflict, investigate employee complaints and mediate disputes.
12. Act as Management's Representative as outlined in the Grievance Procedure including arbitration hearings.
13. Represent department on internal and external committees.

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14. Comply with provincial and federal regulations governing the delivery of nutrition care and food service. Complete continuing education activities as required by the Canadian Society of Nutrition Management (CSNM) and/or College of Dietitians of Ontario to maintain competency with field of practice.
15. Develop and maintain a thorough working knowledge of CGS's Safety Manual and the applicable Provincial Legislation listed therein.
16. Perform other related duties as required.

Qualifications:

Education and Training:

University Degree in Nutrition from a recognized University with Canadian accreditation.
Maintain a membership in good standing with the College of Dietitians of Ontario.
Maintain or be eligible for membership with the Dietitians of Canada.

Experience:

At least one (1) year of related experience in the supervision of quantity food preparation and food service administration in an institutional setting.

Or

Education and Training:

Successful completion of a College Diploma in a Food Service Administration Program from a recognized Community College with Canadian accreditation.
Current membership in the Canadian Society of Nutrition Management.

Experience:

Two (2) years of related experience in the supervision of quantity food preparation and food service administration in an institutional setting.

Knowledge Of:

Applicable legislation and related regulations including regulations governing long term care facilities under the *Fixing Long-Term Care Homes Act, 2021* as they relate to food services.
Principles of nutritional assessment and diet therapy.
Demonstrate knowledge of microcomputer software capabilities and computerized administrative systems.
Financial management and budgeting principles.
Best practices within areas of responsibility.
Horizontal linkages to other relevant governmental levels and services as well as the private sector.

Abilities To:

Understand and meet the needs of customers.
Create and respond appropriately to a continuous learning environment.
Manage conflict; mediate disputes; assist in reaching consensus.
Demonstrate organizational skills in overseeing the activities of a large food service establishment.
Demonstrate interpersonal skills in providing effective counselling and verbal and written communication skills.
Demonstrate ability to establish and promote good interpersonal relationships.
Demonstrate ability to work as an effective member of a multi-disciplinary team.

Personal Suitability:

Mental and physical fitness to perform essential job functions.

Language:

Excellent use of English; verbally and in writing.
French verbal skills highly desirable; written skills an asset.

Other:

Provide, at own cost, a Criminal Record Check.
Provide, at own cost, a Two-step Mantoux Test (TB).
Provide, at own cost, N95 Mask Fit.

Note: A Criminal Record Check will be requested by the Hiring Manager should you be the candidate of choice. Please do not submit your Criminal Record Check with your application.

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Leadership Competencies: Tactical Coordination and Direction (I)

Competency	Competency Definition	Level	Level Definition
Shaping the Future			
Innovation	Take a creative approach to problems or issues, “think outside the box”, go beyond the conventional, and explore creative uses of resources.	3	Proposes innovative ideas
Judgment and Decision Making	Make sound decisions involving varied levels of complexity, ambiguity and risk.	2	Assimilates and interprets data to make competing decisions
Delivering Business Results			
Collaboration	Work and communicate collaboratively within City of Greater Sudbury to create alignment within and across teams and groups.	3	Collaborates beyond one’s area
Customer/Citizen Focus	The desire to work closely with internal and external customers to meet and exceed their expectations.	2	Addresses underlying customer/stakeholder needs
Planning, Coordination & Execution	Plan and coordinate work to achieve desired results on a consistent basis.	3	Coordinates activities involving others within one’s team
Aligning People & Teams			
Holding Self & Others Accountable	Hold others accountable to execute to high standards of excellence and hold themselves accountable to the same or higher standard.	3	Monitors performance and gives corrective feedback
Leadership	Inspire others to work toward common goals by engaging and empowering them, and providing clarity and direction.	2	Optimizes team effectiveness
Enhancing Personal Effectiveness			
Commitment to Continuous Learning	Continuously develop and enhance one’s own and others’ personal and professional skills, knowledge and abilities.	4	Models a learning orientation
Flexibility/Adaptability	Adapt and work effectively within a variety of situations, and with various individuals or groups.	2	Applies rules flexibly
Interpersonal Communication	Communicate effectively by reflecting on verbal and non-verbal behaviour, being attuned to the needs, perspectives and sensitivities of others and acting with them in mind.	3	Effectively uses empathy
Managerial Courage/Integrity	Acting with integrity, ensuring one’s actions are consistent with City of Greater Sudbury’s values and expectations.	2	Is publicly candid with the team, acting with integrity consistent with one’s beliefs
Leadership Presence	Develop and maintain a sense of presence and emotional maturity and have an inner confidence that one can succeed and overcome obstacles.	3	Demonstrates personal courage

For more information on leadership competencies, please refer to our website: www.greatersudbury.ca/jobs.

Résumés quoting **EX23-097** are invited and will be received by the City of Greater Sudbury’s Human Resources and Organizational Development Division, by e-mail at hrjobs@greatersudbury.ca or fax at **705-688-3979**, for the above noted position until **4:30 p.m. on Wednesday, February 8, 2023**. Any application received after this deadline will not be considered.

All City of Greater Sudbury employees are required to be fully vaccinated as a condition of hire in accordance with the City’s mandatory [Vaccination Policy](#). Please do not submit your proof of vaccination with your resume. This information will only be required if you are selected as the candidate of choice.

All applicants are thanked for their interest in this position. Only those selected for an interview will be contacted. If contacted, and you require a disability related accommodation in order to participate in the recruitment process you must advise the Hiring Manager.

The City of Greater Sudbury is dedicated to maintaining an equitable, inclusive, diverse and accessible work environment. Candidates must be legally eligible to work in Canada. To find out if you’re eligible and for more information, visit our [Applicants Living Outside of Canada](#) web page. If you received your education from an educational institution outside of Canada, a copy of your [Word Education Services \(WES\)](#) or [International Credential Assessment Service of Canada \(ICAS\)](#) document is required, along with your credentials. Personal information submitted will be used for the purpose of determining suitability for this competition only in accordance with The Municipal Freedom of Information and Protection of Privacy Act.

For more information, please visit our website at www.greatersudbury.ca/jobs.