



## IDENTIFICATION

Department	Position Title	
Justice	Food Services Supervisor	
Position Number	Community	Division/Region
82-0171	Hay River	Corrections/SMCC

## PURPOSE OF THE POSITION

The Food Service Supervisor manages the operations and administration of food services for the South Mackenzie Correctional Centre, within departmental guidelines of the Northwest Territories, in accordance with operational standards established in the Corrections Division, in order to provide safe and secure custody, rehabilitation and reintegration of sentenced and remanded Offenders. As part of the facility management team, the incumbent will ensure the ongoing provision and enforcement of policy and services within the Corrections Mission, Vision and Value statement.

## SCOPE

- This position reports to the Warden and is responsible for a budget of \$0.25 million used to oversee the food service operation for up to two hundred and fifty persons including inmates and staff at the South Mackenzie Correctional Centre.
- Directly responsible for two indeterminate staff, relief cooks and inmate work crews of up to 6 inmates.
- Adheres to and maintains operational priorities and objectives.
- Participates in the orientation training and mentoring of new employees and/or relief workers.
- Ensures that accounts with vendors are paid and that paperwork complies with licensing laws and current reporting requirements are in place. The incumbent responsible for the development, implementation, instruction and recruitment of offenders for the apprenticeship cook program.
- Work is directed by legislation (Public Service Act, Access to Information Privacy Protection Act, Canadian Charter of Rights and Freedoms); and specific policies (Corrections Service Directives, Territorial Safety Acts and Legislation and the HR Manual).

## **RESPONSIBILITIES**

### **1. Manages the food service operation of the facility.**

- Provides daily supervision of personnel engaged in food service preparation.
- Responsible to: order food and maintain an inventory control process; order equipment and supplies; overseeing production, cooking; scheduling the appropriate use of materials; and forecasting production figures within a given budget.
- Coordinates the routine maintenance and sanitation of the kitchen, its' equipment, and facilities.
- Coordinating the development of the food and beverage program.
- Overseeing Inmate Food Service Training Program- in anticipation of our desire to implement a recognized career-training program for inmates in the areas of camp cook, baking, etc.
- Managing the inventory control process.
- Managing the procurement of food and supplies required for all areas of production.
- Ensuring the consistent quality of all meals and food products.
- Providing general supervision in order to check menus, supplies, recipes, and equipment and adjusting schedules as necessary to produce optimum results.
- Ensuring that appropriate staffing levels are available maintained.
- Monitoring and projecting the food service budget.
- Directing staff and inmates in acceptable food services.
- Assuring adherence to established health and safety standards.
- Managing cross-functional meetings within the kitchen to ensure, clear & concise communication.
- Coordinating menu development process ensuring the menu is varied and healthy by liaising with Territorial Dietitian to ensure health standards are met.
- Identifying the capital needs associated with the food services section.
- Directing and monitoring the apprenticeship cook program.

### **2. Manages the safe and secure custody of inmates within the facility to ensure the safety of society, inmates and staff by.**

- Monitoring and enforcing compliance with security and safety standards.
- Following and maintaining institutional security procedures.
- Observing and assessing inmate behavior, and intervening when appropriate.
- Applying informal and formal disciplinary action.
- Collecting data and writing safety and security reports.
- Coordinating, facilitating and delivering contraband controls (searches and frisks).

### **3. Provides personnel management to ensure an effective, efficient and motivated staff and a safe and secure working environment by.**

- Ensures staff complement provides for adequate and effective levels of supervision and arranging for appropriate coverage and overtime as required.
- Performs personal observations of staff job performance, reviews staff reports, leave management and overtime forms, recommends appropriate training.

- Ensures timely and regular staff appraisals that are accurately completed and signed off.
- Addresses performance issues in a constructive manner and applies progressive discipline as required.
- Mediates staff and offender disputes as necessary and ensuring overall morale is maintained.
- Communicates with other Supervisors, Case Managers and Senior Management on personnel issues to ensure group involvement and knowledge is solicited.
- Participates or facilitates relevant staff training.
- Mentors staff to competently perform their role.
- Participates as a member of recruitment/hiring panels as designated.
- Adheres to staff dress and deportment to reflect professional standards and adherence to health and safety regulations.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to manage and monitor a budget.
- Ability to maintain and keep appropriate records to ensure efficient service levels.
- Proven leadership and interpersonal skills.
- Proven ability to supervise and instruct inmates and staff.
- Proven ability to adapt and be flexible in a rapidly changing environment.
- Proven problem-solving skills.
- Ability to work in a diverse environment.
- Excellent ability to communicate openly and effectively with an innate ability to build and maintain high, effective, strong working relationships.
- Proven ability to plan and prepare meals for large numbers of people.
- Proven purchasing and inventory control ability.
- Knowledge of food service procedures and practices and applicable health, safety, and sanitation standards.
- Some knowledge of normal and therapeutic nutrition.
- Knowledge of and ability to use MS Operating Systems, MS Office, Internet and Email programs.
- Knowledge of and ability to follow WHMIS guidelines.
- Knowledge of corrections techniques, fire suppression techniques, Self defense, non-violent crisis intervention.

### **Typically, the above qualifications would be attained by:**

Completion of the Red Seal trades certificate (3 year program) is required and a 2 year food service management diploma. In addition to the educational requirements, work experience must include 3 years of progressively responsible management / supervisory experience and 5 years of experience cooking for at least 50 individuals in a camp or institutional setting.

Incumbent must be First Aid and CPR Certified and possess a Class 4 driver's license. Awareness of cultural diversity, specifically, northern Aboriginal traditions and values

would be an asset.

## **WORKING CONDITIONS**

### **Physical Demands**

Threat of physical confrontation with clients, who are high risk, who may be highly emotional, intoxicated or who may be under influence of substances. The incumbent may be required to stand for up to 6 hours on given shift and may lift and carry bulk foods up to 40 lbs several times during a shift.

### **Environmental Conditions**

The incumbent works in a secure environment where there may be exposure to communicable diseases, this rate of exposure increase when the incumbent is engaged in direct intervention with the offenders.

As part of cooking responsibilities the incumbent will be exposed to cooking related hazards such as: steam, hot grease, hot water, cold freezer, chemical exposure (oven cleanser) as well as dangerous equipment which includes, meat slicers, large mixers, tilting skillet and knives.

### **Sensory Demands**

The incumbent must use the combined senses of sight, touch, smell, and hearing to maintain an awareness of their working environment to prevent potentially disruptive and dangerous incidents from occurring (ie. illegal substances, searches, inmate groupings/gangs).

### **Mental Demands**

The incumbent will be required to interact with clients who are agitated and are the subject of a variety of court-imposed conditions resulting in potentially hostile and unpredictable behaviour that poses a significant safety risk. Further, the incumbent works in a secure environment with a presence of dangerous kitchen equipment, isolated by its nature, results in exposure to high-risk situations during offender employment hours. Incumbent may be subject to phone calls and direct disruptions to family life during off-duty hours.

## **ADDITIONAL REQUIREMENTS**

### **Position Security (check one)**

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check