



## IDENTIFICATION

| Department                                                 | Position Title |                       |
|------------------------------------------------------------|----------------|-----------------------|
| Northwest Territories Health and Social Services Authority | Cook Assistant |                       |
| Position Number                                            | Community      | Division/Region       |
| 48-15141                                                   | Norman Wells   | Continuing Care/Sahtu |

## PURPOSE OF THE POSITION

The incumbent assists in the overall meal preparations and kitchen operations for the residents of the Sahtú Dene Nechá Kó Long Term Care Facility in a manner consistent with high standards of food preparation and nutrition to ensure safe and nutritious meals for the residents in accordance with their individualized care plans.

## SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłıchǝ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłıchǝ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

The position is located in the Sahtú Dene Nechá Kó Long Term Care Facility in Norman Wells. The NTHSSA is responsible for the effective delivery of health and social services in the Sahtu Region. The geographical area of responsibility comprises the Sahtu Region residents living in



5 communities: Tulita, Deline, Norman Wells, Fort Good Hope and Colville Lake.

The position reports directly to the Head Cook but has a close working relationship and day to day work accountability to the LTC Supervisor. The incumbent works as part of the Dietary team to provide meal service to residents of an 18-bed long term care facility and 2 Transitional Care Beds as well as special requests from within the Northwest Territories Health and Social Services Authority (NTHSSA). Failure to perform duties completely, safely, and promptly, would directly affect the service delivery of the NTHSSA, and may impact the well-being and comfort of the residents of the Norman Wells Long Term Care Facility.

### **RESPONSIBILITIES**

- 1. Assist in the overall food service operation at the Sahtú Dene Nechá Kó Long Term Care Facility.**
  - Ensures that an approved dietary menu is implemented and followed.
  - Ensures Food Safe Handling Practices are maintained.
  - Ensures inventory control of food and supplies.
  - Ensures the cleanliness of the cooking area and meal area are maintained.
  - Ensures issues/concerns are forwarded to the Head Cook.
  - Prepares the food as per the approved menu, recipes and texture in advance of scheduled meal times.
- 2. Prepares and delivers safe and nutritious meals in accordance with department policies and procedures.**
  - Ensures that the meal plans are followed and approved portioning procedures are observed at all times.
  - Ensures the palatability and appetizing appearance of the meals in accordance with the recommended individualized textures.
  - Ensures that all products in storage are covered, labeled, dated and stored in non-corrugated cardboard containers.
  - Ensures that all products are received, prepared, stored and served according to temperature standards and Food Safe Handling Practices.
  - Incorporates the use of traditional foods to meet the cultural needs of residents.
- 3. Responsible for the maintenance of a sanitary work area, equipment, and work techniques and adherence to safety rules, policies and procedures to ensure food safety.**
  - Ensures the kitchen areas are clean and in a sanitary condition at all times.
  - Follow policies and procedures as they relate to sanitation of kitchen supplies, equipment and food safety.



- Abides by WHMIS guidelines.
- Ensures temperature and other assigned quality assurance audits are completed and reported to Head Cook.

## **WORKING CONDITIONS**

### **Physical Demands**

There are significant daily physical demands required of this position including heavy lifting, carrying heavy items, constant standing or walking, moderate amount of bending as well as frequent repetitive movements. As well, the incumbent will be dealing with hot equipment, food and potentially dangerous cleaning chemicals.

### **Environmental Conditions**

The incumbent works daily in an environment that can be hot, cold, or noisy at times. He/she works with WHMIS controlled products as well as with kitchen equipment, including knives and other equipment that may cause injury if not properly used.

### **Sensory Demands**

Performs daily duties in a distracting environment, intensity is low to moderate. Ability to act efficiently during emergencies such as a kitchen fire requires constant environmental awareness. The incumbent may be interrupted multiple times during their shift by residents trying to enter the kitchen area.

Many of the residents within the Long Term Care Facility are cognitively impaired which means that the incumbent must be constantly alert (100% of the shift) of patients/residents' physical and emotional needs.

### **Mental Demands**

A healthcare environment can be stressful for patients, residents, staff and/or visitors and the incumbent may encounter people in difficult or dangerous situations and be required to react in a professional and timely manner. Stress is caused by the constant noise in the area as well as the need to ensure errors are not made in the preparation and delivery of food.

Residents within the Long-Term Care Facility are long-term residents where the Facility is the residents' home. As a result, the incumbent has the opportunity to develop relationships with the residents and the residents' family. The compounding effects of the residents' health decline due to the disease process and end-of-life care can lead to compassionate fatigue, emotional and mental strain.



## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of food, food preparation and equipment, safe food handling, and proper storage methods.
- Knowledge and skills related to nutrition, cooking, serving methods, and portion control.
- Reliable and able to work independently and with minimal supervision.
- Communication, interpersonal, and organizational skills.
- Must have the ability to formulate and communicate procedures, meal plans, and schedules.
- Resident Service Orientation (Addresses Underlying Needs) - An ability to seek information about the real, underlying needs of the resident, beyond those expressed initially, and matches these to available services.
- Teamwork and Cooperation (Cooperates) - An ability to participate willingly and support team decisions (i.e. is a good team player). This includes doing one's own share of the work and sharing all relevant and useful information with colleagues.
- Customer service focused.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

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

One year of direct related experience in food preparation.

Equivalent combinations of education and experience will be considered.

## **ADDITIONAL REQUIREMENTS**

### **NTHSSA - Sahtu Regional Requirements:**

Employees must be able to acquire within a reasonable time frame and remain current with the following training and certifications:

- CPR/AED and First Aid Certification
- WHMIS training
- Transportation of Dangerous Goods training
- Non-Violent Crisis Intervention or similar
- Food Safe Certification
- Indigenous Cultural Awareness
- Hand Washing Certificate
- Training as required by Accreditation Canada

### **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

#### **French language** (check one if applicable)

- ☐ French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

- ☐ French preferred

#### **Indigenous language:** Select language

- ☐ Required
- ☐ Preferred