



IDENTIFICATION

Department	Position Title	
NWT Health and Social Services Authority	Regional Supervisor, Dietary Services	
Position Number	Community	Division/Region
48-4189	Fort Smith	Operations/ Fort Smith

PURPOSE OF THE POSITION

The Regional Supervisor, Dietary Services is responsible for the provision of food services to patients, residents, staff and Meals-On-Wheels clientele at the Fort Smith Health Centre, Northern Lights Special Care Home and community and ensures that all clients within the Northwest Territories Health and Social Services Authority (NTHSSA) - Fort Smith Region are provided with healthy and nutritional meals within budgetary guidelines. The Supervisor works in accordance with NTHSSA's Policies and Procedures, the Food Services Policies and Procedures Manual and Canadian Accreditation Standards.

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 Tłı̨chǫ 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 Tłı̨chǫ 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.



Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

The NTHSSA - Fort Smith Region is responsible for the effective delivery of Primary and Emergent Health Care and Social Services to approximately 2,500 residents of Fort Smith and the surrounding area. The Regional facilities include one type C Health Facility and a 28 Bed Long Term Care Facility.

Located in the Fort Smith Region, the Regional Supervisor, Dietary Services reports directly to the Regional Manager, Operations and supervises approximately 10 dietary staff. The Supervisor is responsible and accountable for the safe and efficient delivery of Dietary Services to the patients of the Fort Smith Health Centre, the residents of the Northern Lights Special Care Home (NLSCH) the clients of the Meals On Wheels Program and the Health Centre cafeteria.

Food Services directly impact the health and well-being of patients, residents, clients and staff. The Supervisor ensures that the Dietary Department provides quality meals consistent with current nutritional and food safety principles. The Supervisor ensures that patient meal service, Meals On Wheels, cafeteria meal services, and NLSCH meals provide quality, attractive meals and good service to the satisfaction of patients, residents, staff and clients. Special care and attention are given to individual needs of patients, residents and clients, including special diets and traditional foods, to ensure that individual, facility and community needs are addressed. The Supervisor is responsible for supervision of meal service, food preparation and production, sanitation, and safety measures, planning of special and therapeutic diets, purchasing of food and supplies and maintenance of inventory. The Supervisor must ensure that Food Services staff complete all tasks in accordance with facility, territorial and federal legislation, policies and procedures on nutrition, special diets, hygiene, and safety and security. Failure to provide quality, nutritional food services may impact the ability of patients/residents to recover and staff to perform their duties. Errors in the provision of food services, particularly for patients/residents on special diets, can be dangerous and possibly life threatening.

The Supervisor is responsible for preparing and maintaining a budget of approximately \$600,000, including cash sales of \$20,000 - 24,000 annually. Recipients of Food Services include patients (6 acute), residents (28 long term care) Meals on Wheels clients (15 -25).

RESPONSIBILITIES

- 1. Plans, implements, and administers a comprehensive program of Food Services involving two facilities (Fort Smith Health Centre and NLSCH).**



- Works with Territorial Dietitian to develop and maintain patient, resident, and cafeteria menu cycles which ensure that nutritional standards, variety, and client satisfaction goals are met, including the standardization of recipes, menu planning, portion, cost, and waste control. Ensures that traditional diets are reflected where possible.
- Consults with Territorial Dietitian in the area of Clinical Dietetics as needed.
- Plans menus for patients on therapeutic diets and residents with special needs in accordance with policies and procedures and accepted principles of diet therapy as requested by the physician and Dietician.
- Orders food and non-food supplies, checks deliveries, and manages the inventory control process.
- Makes every reasonable effort to obtain traditional foods for acute care patients and NLSCH residents (i.e., caribou, fish), as requested.
- Maintains records and provides data for planning and control of operating budgets.

2. Oversees food preparation and production for Inpatients, NLSCH residents, Home Care clients and Health Centre cafeteria.

- Supervises production and distribution of food, including daily production quantities and controls portion sizes to reduce waste.
- Ensures that staff follow standardized recipes/ and menus and monitors food before delivery to patients, residents, and Meals on Wheels for quality and attractiveness.
- Trains and monitors staff in proper cafeteria procedures and food handling techniques, and tray assembly procedures.
- Performs routine temperature checks to assure meals delivered to patients, clients and residents are within acceptable ranges.
- Plans and prepares special meals for events as required.
- Supervises work area, equipment cleaning and maintenance and ensures adherence to all safety procedures pertaining to work methods, equipment operation and fire safety.
- Inspects and evaluates the results of Food Services techniques, supplies and equipment to ensure food safety, sanitation and infection control standards are maintained.
- Obtains feedback from clients, residents, Food Service and other staff about the quality and quantity of meals through evaluations, questionnaires, patient visits, department meetings, etc.

3. Provides personnel management and supervisory duties

- Supervises Food Services staff by interviewing, selecting, orienting, mentoring, monitoring and evaluating performance, scheduling work assignments, and taking disciplinary action when necessary.
- Provides in-service training to Food Services personnel.
- Coordinates WHIMIS and fire safety training for Food Services personnel.



- Provides Food Services orientation, in-service education and continuing education to NLSCH and Health Centre personnel, with specific emphasis on food handling, preparation, serving and environmental safety, security and hygiene, and accident prevention.
- Participates in development of any additional occupational health and safety standards and ensures implementation of such standards.
- Prepares time schedules to assure adequate staff coverage and monitors and approves time sheets in accordance with Health Authority policies and procedures.
- Develops and oversees cleaning and maintenance schedules.
- Stores inventory and maintains accurate inventory records.
- Supervises Cafeteria cash outs.
- Maintains current and organized files, as required.
- Recommends policies and procedures for the effective and efficient operation of Food Services to Regional Manager, Operations.
- Establishes and maintains current Food Services policies and procedures in coordination with Manager to ensure safe, standardized practices of food procurement, production, and service.
- Monitors Food Services budget and provides written explanations for monthly variances to Manager.
- Recommends equipment acquisitions and facilities amendments to the Regional Manager, Operations.
- Prepares special statistical and financial reports on volumes and services provided as directed by Manager.
- Maintains up-to-date information on new products, procedures, equipment.
- Participates in environmental committee for accreditation and other committees, as required.

4. Additional Responsibilities

- Directly supports and is involved in any incident investigation involving dietary services.
- Holds regular Food Services staff meetings and records minutes of the meetings.
- Provides leadership and expertise by actively participating and / or leading regional meetings and program committees.

WORKING CONDITIONS

Physical Demands

There are significant physical demands required of this position including heavy lifting, carrying heavy items, constantly standing or walking and working in awkward positions which put stress on the back and other parts of the body including the legs and feet. As well,



the incumbent will be dealing with hot equipment and food, potentially dangerous cleaning substances, and patients who may have potentially contagious conditions.

Environmental Conditions

A health facility environment can be stressful for patients, staff and visitors, and the incumbent may encounter people in difficult and dangerous situations and be required to react in a safe and efficient manner. Hospitals also house a variety of potential substances including cleaning chemicals, medicines and patients with contagious disease that could potentially cause harm staff unfamiliar with appropriate safety and security measures. The facility and tasks may involve some shift work, may be routine, and may receive little recognition from patients or staff. The incumbent must also work around cooking equipment where safety is a factor and in an area where there is constant, loud noises from ventilation fans.

Sensory Demands

The incumbent will find the kitchen hot and humid due to the preparation of food. As well, fans, buzzers and other loud noises are constantly present. The incumbent may find that they are exposed to sights and sounds associated with patients who are ill and injured. They will also experience the smells and potentially harmful effects of the cleaning materials used to complete their tasks.

Mental Demands

The incumbent is expected to train and supervise several staff working under stressful and, at times, potentially dangerous conditions. Stress is caused by the constant noise of the area as well as the need to ensure that errors are not made in the preparation of food services, particularly for patients who have very specific dietary needs. Stress is also caused by the need to provide food services to many clients daily and the volume of work associated with those tasks. There is a potential for overtime.

KNOWLEDGE, SKILLS AND ABILITIES

The incumbent must be knowledgeable of current nutritional standards, dietetics, accepted practices of food handling, preparation, serving and environmental safety, security and hygiene and accident prevention. The incumbent must have the knowledge and ability to prepare nutritional meals in consideration of strict diets for specific patient needs. The incumbent must have knowledge of the culture, traditions, and diets of Northern Peoples from the communities served by the Fort Smith Region. The incumbent must also have management skills, which would include basic budgeting.

The incumbent must be able to read and write to interpret complex instructions concerning specified patient diets and purchase and prepare food for large numbers of people. The



incumbent must demonstrate leadership management and supervisory skills and be able to work effectively in a cross-cultural situation. Other skills and abilities required include:

- Analytical thinking skills
- Planning skills
- Problem solving skills
- Implementation skills
- Listening skills
- Client service skills
- Budgeting skills
- Financial management skills
- Verbal communication skills
- Team building skills

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:

Completion of a Food Services Diploma, a Food Services Supervisor Program.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Fort Smith Regional Requirements:

The Regional Supervisor, Dietary Services must be able to acquire within a reasonable time frame and remain current with the following training and certifications:

- WHIMIS
- Safe Food Handling
- Safe Supervisor Training
- Infection Control Standards
- Safety Mask Fit Testing

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