



<b>TITLE:</b>	Food Services Manager Group 118      Code 1219
<b>CLASS:</b>	38
<b>DEPARTMENT:</b>	Food Services
<b>SUPERVISOR:</b>	Director of Finance and Operations/Director of Professional Services
<b>STATUS:</b>	Indeterminate Full-Time
<b>EFFECTIVE DATE:</b>	May 1999
<b>REVISION DATE:</b>	July 2025

## **JOB SUMMARY**

The Food Services Manager is responsible for administering the activities of the Food Services Department. The manager collaborates with clinical and community nutritionists on community health initiatives and provides coverage when needed.

## **RESPONSIBILITIES**

To perform work required in accordance with professional standards of the Ordre des Diététistes Nutritionnistes du Québec and maintain affiliation with professional associations

To plan and participate in the preparation of short term and long range plans and budgets for the department based on KMHC strategic and operational plans

To plan, organize, direct and control the department's physical, financial and human resources in accordance with departmental and hospital objectives, policies and standards

To have a clear understanding of the Kahnawake Community Health Plan and, where appropriate, include strategies to address the community's health priorities with the department's plans

To manage all activities/programs of the department

To ensure the development, maintenance and execution of a departmental staff schedule

To evaluate the results of overall operations and departmental objectives regularly and systematically, and report through an annual report to the Executive Director, Director of Professional Services, and Director of Finance and Operations

To ensure the responsibilities, authorities and accountability of all direct employees are defined and understood

To ensure the ongoing development and implementation of Quality, Risk Management and Innovation Program activities

To develop and maintain Codes of Good Practice for Infection Prevention & Control

To maintain good communication and public relations inter- and intra-departmentally

To have attitudes and behaviours which assure the provision of safe care and services

To be vigilant and take responsibility to ensure a safe environment for all

To declare all risk situations, near misses or accidents that are witnessed or discovered on KMHC premises

## **SUPERVISORY RESPONSIBILITIES**

Responsibilities include interviewing, hiring, and training employees; planning, assigning and directing work; appraising performance, addressing complaints, resolving problems, and disciplining employees:

- To directly supervise all employees of the Food Services Department
- To carry out supervisory responsibilities in accordance with the organization's policies
- To ensure annual performance appraisals are conducted on department employees

## **DUTIES**

- Plans, organizes, directs and controls the department's physical, financial and human resources
- Participates in establishing the departmental philosophy, goals, objectives and standards that enhance those established by KHMC
- Develops and maintains an orientation program for all new staff members
- Encourages and provides opportunities for staff to improve their knowledge, skills and attitudes through continuing education programs, inservices and lectures
- Encourages high standards of care and fosters effective communication with medical staff and other service departments
- Keeps the Director of Professional Services and the Director of Finance and Operations informed on the activities of the department and prepares an annual report
- Participates in management team meetings, trainings and seminars
- Participates in committees as required
- Coordinates food services with those rendered by other departments
- Regularly evaluates food service systems and recommends changes for optimal nutrition and quality food provision
- Responsible for menu development
- Ensures purchase and proper functioning of food service equipment

- Establishes and maintains a policy and procedure manual
- Collaborates with clinical and community nutritionists on community health initiatives and special projects.
- Attends educational rounds and continuing education conferences/sessions
- Responds in accordance with the KMHC Emergency Response Plan

## **QUALIFICATIONS/REQUIREMENTS**

### Education/Experience:

- Bachelor of Science (Dietetics) Degree with dietetic internship
- Current Licence with l'Ordre des Diététistes Nutritionnistes du Québec (ODNQ)
- Experience in administrative dietetics essential (at least 5 years)

### Language Skills:

- Ability to read, analyze, and interpret common scientific and technical journals and financial reports
- Ability to respond to common inquiries or complaints from clients, regulatory agencies, or members of the organization
- Ability to effectively present information to senior management and public groups

### Mathematical Skills:

- Ability to work with mathematical concepts such as probability and statistical inference
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations

### Reasoning:

- Ability to define problems, collect data, establish facts, and draw valid conclusions

### Other Qualifications:

- Leadership qualities
- Excellent verbal and written communication skills required
- Excellent critical thinking skills required
- Results oriented
- Thorough knowledge of the mission, vision and values of KMHC
- Proficient computer skills, including Microsoft Office applications required
- Administrative, organization, time-management and decision-making capabilities
- Dynamic and enthusiastic approach
- Adaptability and ability to manage change
- Team oriented
- Knowledge of Mohawk language, culture and history an asset

*The employee shall perform the services outlined in the above job description, including any related or incidental duties and responsibilities that may be assigned to him/her at any given time.*

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Incumbent

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Date

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Director of Professional Services

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Director of Operations