Job Description

Position Title: **Supervisor Nutrition Services** **Unit/Area: Food and Nutrition Services**
Position Number: **NS SUP** **Revision Date: 07/13**
Dept Title: **Nutrition Services Supervisor**

I. JOB SUMMARY

The Nutrition Services Supervisor is responsible for the direction of Patient Food Services, Retail Services and Catering, including tray line, customer service, production and quality of retail, catering and patient foods, accuracy and distribution of trays, cafeteria operations, and purchasing.

II. DUTIES AND RESPONSIBILITIES

A. Food and Nutrition:

1. Supervise staff; direct interviewing, hiring, and training of staff; prepare work schedule; conduct timely performance appraisals; coach and monitor staff performance and accountability; conduct corrective action as appropriate; and initiate problem solving and resolution. Ensure compliance with St Luke's HR policies and procedures.
2. Coordinate the assembly of patient and visitor meals. Ensure all meals are checked for accuracy and quality and delivered in timely manner to patients/visitors.
3. Ensure compliance in management of achieving financial goals/results, meeting budget, and attaining department/patient satisfaction goals.
4. Establish and maintain effective and compliant purchasing and inventory procedures.
5. Ensure compliance of food service staff with NSF auditor standards, HACCP guidelines and documentation, federal, state, and local codes, Joint Commission, CMS, and IDAPA regulations, physical safety, hospital and Food & Nutrition Services policies and procedures, and department dress code standards.
6. Respond to patients/customers in a helpful, service-oriented manner using AIDETand Managing Up. Use service recovery program to resolve any concerns or problems experienced by patients/customers.
7. Monitor and improve patient satisfaction meal scores by making patient rounds, involvement in performance improvement endeavors, and conducting tray assessments. Also monitor and improve retail survey scores.
8. Provide ongoing training of food service staff to include therapeutic diets, AIDET, patient safety, allergens, and cash handling procedures, physical safety, HACCP, patient identification, customer service and daily stand-up meetings.
9. Ensure scheduled and assigned cleaning is completed during shift and prior to end of shift. Maintain food service department in a clean, neat and orderly manner.
10. Promote positive work relationships and communication with other system FNS managers and supervisors and all other hospital staff.
11. Work in a staff relief position if necessary.
12. Serve as a role model and mentor to coworkers, and peers.
13. Perform other duties and responsibilities as assigned.

B. Professional Communication

1. Maintain confidentiality in matters relating to patient/family.
2. Interact with patients/families with a variety of developmental and sociocultural backgrounds.
3. Convey an attitude of acceptance, sensitivity, and caring.
4. Maintain professional relationships and convey relevant information to other members of the healthcare, food and nutrition services, and clinical team. Maintain communication with patients, coworkers, and customers using AIDET and Managing Up. Attend USS meetings representing Food and Nutrition Services.
5. Initiate communication with systems food service director, food service managers, nursing staff, peers and patient service supervisors about department policies and procedures, patient meal and retail food

service satisfaction, HACCP, cleaning and sanitation standards, food and patient safety standards, room service menu products, physical safety and customer service.

6. Relay information appropriately over telephone, pagers, and other communication devices.

C. Teamwork

1. Accept assignments based on workloads, priorities, needs, and the qualifications and competencies of self and of other staff members.
2. Lead and work closely with other team members to actively and cooperatively accomplish St. Luke's Pillars (People, Stewardship, Quality, Service, and Relationship); iCARE (Integrity, Compassion, Accountability, Respect, and Excellence); and department goals.
3. Report on retail operations, catering, call center, patient menus, patient meal satisfaction, room service needs, quality/quantity issues, food, patient and physical safety, training, customer service,and sanitation standards to those who require information, including director, food service managers, patient services supervisors, and other food service staff as appropriate.
4. Comply with physical safety procedures and regulations and ensure staff compliance.
5. Exhibit a positive, helpful and gracious attitude at all times using AIDET and Managing Up.
6. Initiate problem-solving and conflict resolution skills to foster effective work relationships with peers.
7. Report to work on time and as scheduled.

D. Professional Development

1. Assist with planning and conducting staff meetings, in-services, and continuing education. Keep Sum Total Computer Learning and other mandatory education of self and room service staff updated. Attend management meetings as scheduled. Continue management and professional development education for self.
2. Provide a full range of effective and efficient services as appropriate to each person's responsibilities.
3. Contribute to and conduct annual reviews of peer performance as requested by the food service manager or director.
4. Assist in the development, implementation and evaluation of Lean and performance improvement processes and data collection as assigned.
5. Respond to problems/opportunities to improve care/customer service.
6. Support involvement in the hospital's Performance Improvement initiative.
7. Participate in and maintain competencies required for the nutrition services supervisor position, Food and Nutrition Services and hospital.

III. JOB REQUIREMENTS

A. High school graduate or equivalent.

B. Obtain and maintain ServSafe certification; certification needs to be obtained within 6 months of being hired into the role.

C. Five years experience in food service and three years supervisory experience, required.

D. Able to demonstrate sufficient proficiency in English to complete training, standards for performance expectations and communicate effectively with staff and patients.

E. Ability and willingness to demonstrate and maintain competency as required for nutrition services supervisor, Food and Nutrition Services and hospital.

F. Proficiency in computer skills with ability to use basic software, spreadsheets, and room service software.

G. Ability to complete job duties and responsibilities within a timely manner in a chaotic work environment related to continual changing patient/customer needs.

H. Ability and willingness to exhibit behaviors consistent with AIDET and Managing Up, standards for performance improvement and organizational values

I. Ability and willingness to exhibit behaviors consistent with principles for service excellence.

IV. WORKING ENVIRONMENT

Risk of exposure to:

	Blood & bodily fluids	X	Latex	X	Odors, chemicals
X	Disease	X	Hot Grease	X	Other: Hot Steam
	TB (to require mask)	X	Mechanical/Electrical	X	Other: Slippery Wet Floors

V. PHYSICAL REQUIREMENTS

Please complete based on a normal day's work.
Employees are asked to sign a statement indicating whether they can perform the essential functions of their position.
Requests for accommodation will be considered on an individual basis.

Classifications	Max	Frequent	Occasional	This job
Sedentary	10 lbs.	----------	----------	
Light	25 lbs.	10 lbs.	----------	
Medium	50 lbs.	25 lbs.	10 lbs.	**X**
Heavy	100 lbs.	50 lbs.	20 lbs.	
Very Heavy	> 100 lbs.	----------	----------	

	Frequent > 60% of day	Occasional 30% of day	Limited Up to 30% of day
Sitting	**X**		
Twisting/turning from waist	**X**		
Standing		**X**	
Climbing			**X**
Crawling			**X**
Left/right foot movement		**X**	
Walking		**X**	
Bending			**X**
Stooping			**X**
Kneeling			**X**
Squatting			**X**
Push/pull objects on roller/wheel			**X**
Push/pull objects not on rollers/wheels			**X**
Reaching above shoulder level			**X**
Reaching below shoulder level	**X**		
Moving objects horizontally (left to right)	**X**		
Moving objects vertically (up and down)			**X**
Handling (holding, grasping, working with hands)	**X**		
Fine finger manipulation (size, shape, temperature, texture by finger receptors	**X**		

	Check if appropriate
Senses needed to perform essential functions of the position: Hearing, talking, depth perception, color, vision, touch and smell.	**X**
Maintain a stable posture and gait with hands free to perform anticipated or routine and emergent patient care.	**N/A**
Endurance (cardiovascular fitness)	
Physically and mentally able to work extended hours when necessary.	**X**