

Cook

POSITION SUMMARY

The Cook is responsible for meal preparation at inSite assisted living residences of less than thirty units and works under the direction of an inSite Chef. The Cook champions exemplary food services that provide residents and their visitors with life quality and peace of mind in the dining experience. The Cook prepares meals according to a prescribed menu plan that reflects the dietary needs and choices of seniors within the residence.

KEY RESPONSIBILITIES

Under the direction of an inSite Chef, ensures residents are offered nourishing, varied and balanced meals and snacks prepared in accordance with standardized recipes and a rotating menu plan;

Maintains the residence kitchen including receiving and storing meats, poultry, fresh vegetables, fruits and staples. Checks food orders for completeness and follows inventory control procedures for the storage of fresh and frozen food stuffs and dry goods;

Ensures all staff involved in meal service observe safe food handling procedures. Demonstrates safe food handling protocols, policies and procedures while preparing, serving, clearing tables and washing dishes following meals to provide a safe and positive dining experience for residents and their guests;

In accordance with the resident service plan and under the direction of the inSite Chef, works with the dietician to fulfill special diet requirements and therapeutic meals.

Prepares daily snacks including baked goods and beverages. Works with the site leader to involve residents in meal and snack preparation as part of the assisted living residence recreational program. Ensures safe food handling practices are maintained;

As guided by the inSite Chef, meets with resident groups informally or through “Chef’s Club” to address issues related to food preparation, meal planning and dining room services. Forms positive relationships with residents of the assisted living residence. Gathers resident feedback related to food choices and takes appropriate actions to continuously improve food quality and service;

Under the direction of the inSite Chef, participates in food service evaluation as part of the inSite quality improvement program. Conducts food and service audits within the kitchen and dining room;

Works within the food services operating budget by following inSite standardized menu plans and order guides. Maintains accurate records related to food and supply purchases, inventory control, receiving, portion control and wastage; and

Participates as a member of the Occupational Health and Safety Committee. Maintains kitchen equipment and smallwares in good working order and reports equipment malfunction and replacement requirements to the inSite Chef and site leader.

EDUCATION, QUALIFICATIONS AND EXPERIENCE

- ◆ Experience in volume food preparation as a prep or line cook preferably in a restaurant environment. Formal culinary training an asset. Food Safe Level II required.
- ◆ Solid understanding of customer centred service provision consistent with the intent and philosophy of assisted living and in support of exemplary service delivery
- ◆ Knowledge of inventory control and food storage procedures an asset.
- ◆ Ability to organize and prepare nutritious and appealing meals with minimal supervision and respond to the changing needs and preferences of residents
- ◆ Interest and motivation to enhance cooking and kitchen management skills under the direction of a trained Chef
- ◆ Knowledge of provincial health, sanitation and safety regulations

Multi-Service Worker

POSITION SUMMARY

The Multi-service Worker delivers exemplary hospitality services that enhance life quality and peace of mind for seniors living within the community. Under the direction of the Assisted Living or Hospitality Coordinator/Leader delivers resident focused housekeeping, laundry and food services and acts as a member of the program team to support life quality and peace of mind for residents and their families within the assisted living residence.

KEY RESPONSIBILITIES

Fulfills a vital resident need for communication and companionship when delivering services within resident suites and common areas. Reports observations of social isolation or changes in resident functional status to the Coordinator or Leader. Participates in resident service planning as requested;

Delivers exemplary housekeeping and laundry services within resident suites, amenity spaces and common/administrative areas. In accordance with the assisted living philosophy, respects resident requests for privacy and choice when delivering services. Organizes cleaning schedules around resident needs and requests. Responds to non-scheduled requests for housekeeping and laundry assistance;

Following food safe practices and company policies and procedures, assists with the preparation, presentation, delivery and service of meals. Respects the choices and preferences of residents in meal service to enhance life quality. Conducts clean up after meals;

Stocks the common area kitchen ensuring proper inventory rotation methods are utilized for all perishable products. Prepares and services beverages and snacks. Assists in the preparation and service of family and special event catered;

Follows the resident Service Plan and/or Shared Responsibility Agreement when delivering hospitality services. Reports critical incidents and unusual occurrences to the Coordinator or Leader;

Collects and distributes bedding and towels to service areas in accordance with pre-determined top up levels. Washes, dries and folds flat linens and towels. Performs personal laundry services in accordance with individual service plans;

Assists in the delivery of social and recreational programs, escorts residents as requested and participates in the overall delivery of programs and services for residents;

Adheres to WHMIS protocols and infection control guidelines when performing hospitality services and maintains MSDS; and

Acts as back up in emergency situations.

EDUCATION, QUALIFICATIONS AND EXPERIENCE

- ◆ Building Service Worker Certificate, Food Service Worker Certificate or an equivalent combination of education and experience in a hospital or hotel setting
- ◆ Demonstrates a solid understanding of the intent and philosophy of assisted living when planning and delivering hospitality services
- ◆ Comfortable working alone or in a team environment and in the absence of prescribed work routines
- ◆ Self directed approach - Able to plan, organize and deliver care and services with minimal supervision
- ◆ Food Safe Level I
- ◆ WHMIS Certification
- ◆ First Aide Certificate an asset