

# VILLA CATHAY CARE HOME SOCIETY

## JOB DESCRIPTION

### **Job Title: Support Service Supervisor**

#### JOB SUMMARY:

Reporting to the Support Service Manager, the SUPPORT SERVICES SUPERVISOR plays a frontline leadership role in overseeing the service delivery of dietary, laundry, housekeeping and janitorial services. This role directly supervise staff by coaching, mentoring, training, providing direction to ensure the service quality and compliance to relevant standards. S/he supports and ensures the satisfaction of residents and stakeholders and contributes to a collaborative working environment. Effect change and improve the quality of service to fulfill the organizational mission. This role will provide supervision and directions to staff on the weekends.

#### **Key Duties and Responsibilities:**

1. Supervises support services staff by coaching, mentoring, training, providing direction in accordance to relevant regulations and best practice, including but not limited to food safe, infection control, and occupational health and safety. Fosters a collaborative work environment that supports learning and development.
2. Provides orientation to new team members, coordinates work assignments, recommends and carry out related training and orientation requirements, and provide feedback to employees, and maintains an efficient and effective operation of the service and quality standards through the performance of audits and feedback to staff
3. Develops, and revises, as needed, the master rotation, job routines, and defines work assignments. Reviews, revises, and sees through the implementation of standards and procedures in accordance to relevant regulations and best practice, including but not limited to food safe, infection control, and occupational health and safety.
4. Manage effective use of resources by estimating food requirements, handling food orders, receiving support service supplies, and resolving discrepancies with suppliers. Perform financial responsibilities. Monitor and keep equipment in good repair. Perform other duties, as assigned or requested.
5. Ordering of all products in accordance with buying specifications.
6. Participates in menu planning, develops and revises recipes and production sheets in collaboration with the Clinical Dietitian to meet nutritional analysis requirements and special needs of the residents and in compliance with government requirements
7. Estimates food requirements in collaboration with food service staff. Prepares and updates production sheets. Oversees the storage of food and related items according to established standards.
8. Maintains and recommend inventory supply levels utilizing methods that minimize spoilage, loss and waste. Carries out an effective inventory management process that tracks the receiving, storage, redistribution including rotation of supplies, such as foods, to minimize spoilage and waste. Ensures the orders and deliveries are consistent and resolves discrepancies with suppliers.

9. Evaluates support services to ensure the established standards and work quality are maintained. Oversees the implementation of service guidelines. Develops and delivers required training and orientation.

10. Prepares and maintains reports, statistical information and departmental records as required by facility policies and procedure, and Ministry of Health, and government legislation

11. Reviews regularly the working equipment and appliance in use are effective in achieving the organizational goals and make proposals for improvement as needed.

12. Arranges the staffing for ad hoc support service duties, such as remodeling and painting of resident suite.

13. Carries out contingency plans in response to emergencies and / or challenges to or interruptions in services.

14. Conducts incident investigations of work related injuries in support services and employs enhancement of relevant system and work process for work safety. Participates in the Occupational Health and Safety Committee if required

15. Anchors and champions safe practice standards while balancing cost-effectiveness and efficiency.

Performs other duties as assigned

#### **Qualifications:**

##### **Education, Training and Experience**

- Certificate in Food Services Management
- Membership in the Society of Nutrition management and asset
- Current certificate of Food safe I required; Food safe level II an asset
- 2-3 year recent experience in food service premise and supervisory capacity. Health care setting preferred.
- The ability to read and write Chinese an asset

##### **Knowledge, Skills, Abilities and Attributes**

- Ability to communicate effectively both verbally and in writing
- Ability to work in a team and to build team
- Ability to resolve conflicts and maintain a harmonious work atmosphere
- Ability to supervise and coach
- Ability to organize and prioritize work according to the organizational goals and objectives
- Ability to operate related equipment
- Physical and psychological ability to carry out the duties of the position.
- Ability to write, read, and speak Chinese an asset.