

**JOB TITLE:** Food and Nutrition Aide

**LABOR GRADE:** 3

**JOB SUMMARY:** Performs variety of duties in the food service department including, but not limited to: preparation for patient, cafeteria meals and functions, serving and set up of patient tray line and cafeteria line, delivery of trays to patients and serving customers in the cafeteria, serving and making sandwiches, cleaning, sanitation & maintenance of all equipment around the food service department, perform cashier duties, working in the dish room and washing pots/dishes.

**REPORTS TO:** Food and Nutrition Supervisor

**QUALIFICATIONS:**

1. Ability to read, write and follow verbal and written instructions and procedures.
2. Ability to learn all positions within the Food Service Department.
3. Manual dexterity and motor coordination are required to handle dishes and trays rapidly and efficiently to serve food, handle equipment and utensils and to work with various cleaning supplies and equipment.
4. Organize and perform routine activities daily in cafeteria and vending.
5. Ability to lift and carry equipment and supplies weighing up to 50 lbs.
6. Job duties require walking and standing, bending, lifting, pushing, carrying and handling equipment and supplies routinely.
7. Ability to perform and demonstrate exceptional customer service through courtesy and respect to customers and co-workers.

**SPECIAL REQUIREMENTS:**

1. Will be required to work holidays, weekends, and shifts other than that which is regularly assigned.
2. Ability to communicate and interact with a wide cross-section of individuals in a courteous and tactful manner.
3. Must possess an abiding commitment to basic ethical and legal principles.
4. Flexibility to perform all phases of cleaning in any assigned area under unusual or out of ordinary circumstances.
5. Previous food service experience will be an asset.
6. Must be 16 or older.

**POPULATION SERVED:**

1. Services provided to infants, children and adults of all ages.

**REQUIRED COMPETENCIES AT END OF ORIENTATION:**

1. Hospital and Department Policies and Procedures
2. Infection Control
3. Safety/Fire/Disaster/OSHA
4. Organization Mission and Vision Statements
5. Patient Rights
6. Basic Total Quality Principles
7. CQI Principles/Program

**REQUIRED COMPETENCIES AT END OF ONE YEAR'S EMPLOYMENT:**

1. Standards - JCAHO, NYSDOH
2. CQI Activities
3. Knowledge and use of Total Quality Principles
4. Exhibits competence in meeting standards listed under Special Requirements
5. Corporate Compliance

Further competencies will be designated by the Director of Food and Nutrition as changes in technology and patient care requirements occur.

#### **DUTIES AND RESPONSIBILITIES:**

1. Accurately sets up all serving area with all necessary items so that the meal may be served efficiently and professionally.
2. Maintains a clean, organized work area and follows sanitation cleaning list to clean and maintain work surfaces, equipment and utensils.
3. Always observes established safety and infection control procedures while performing job duties.
4. Demonstrates an ability to organize and achieve quality performance in new routines, procedures and techniques.
5. Delivers Patient trays and serves cafeteria customers in a professional and polite manner. (Delivers patient trays to correct room and patient).
6. Demonstrates an understanding of role in emergency procedures, fire drills, evacuation procedures and disaster procedures as outlined in manuals.
7. Demonstrates the ability to carefully follow oral and written instructions.
8. Attends in-service seminars/workshops as required to remain updated in techniques and procedures. Attends all in service training sessions offered that are appropriate to position duties.
9. Consistently demonstrates an ability to assess and prioritize daily work requirements in assigned areas with little or no need for direct supervision.
10. Maintains a professional appearance and manner. Always appears well groomed and observes the hospital dress code when on duty.
11. Separates personal problems and frustrations from work scene; handle professional frustrations appropriately.
12. Ability to follow and complete job task analysis after appropriate training is established.
13. Maintains a high standard of customer service and awareness.
14. Sets up and serves food items on cafeteria and patient care areas.
15. While serving customers in retail and/or patient care areas, uses the correct serving utensils as established by department guidelines.
16. Must be able to perform cashier duties after proper training as need arises.
17. Attends all in-service training sessions offered that are appropriate to position duties.
18. Communicates effectively with production staff to maintain adequate product levels.
19. Performs other duties as assigned.

20. Maintains appropriate required level of sanitation of cafeteria AND vending areas to include tables, floor, counter, work surfaces, equipment and utensils per established cleaning procedures.

**COMPETENCIES:**

1. Demonstrates age specific competencies as per department standards.
2. Demonstrates clinical and technical competencies as per department standards.

**EMPLOYEE CONDUCT:**

1. Utilizes time to departments best advantage and in a manner involving the coordination of tasks that helps achieve high quality work and services and maximize productivity and efficiency.
2. Exhibits initiative in performing all duties, regularly assists co-workers, consistently strives to be a productive member of the department and the organization.
3. Consistently demonstrates good judgment, ability to assess situations, consider alternatives, and select appropriate course of action. Consults supervisor as appropriate.
4. Fully supports and utilizes the organization's Continuous Quality Improvement process - participates in activities as established and agreed to, identifying problems and working toward resolution.
5. Maintains desired attendance level, arrives on time at start of scheduled shift and returns promptly after breaks and lunch periods.
6. Attends annual update and review education session and departmental meetings.
7. Complies with requirement for annual physical assessment within appropriate time-frame.
8. Maintains good inter- and intra-departmental relationships, interacts effectively with all customers both internal and external.
9. Strives to conduct self in manner that positively reflects on organization.
10. Maintains current knowledge of and adheres to all departmental and organizational policies and procedures.

**DEPARTMENT HEAD:** \_\_\_\_\_

**PRESIDENT/C.O.O.:** \_\_\_\_\_

**HUMAN RESOURCES:** \_\_\_\_\_