

POSITION: Food Service Worker	STATUS: Non-Exempt
DEPARTMENT: Dietary	DATE EFFECTIVE: 12/09/2024
DIRECTLY REPORTS TO: Dietary Supervisor INDIRECTLY REPORTS TO: Support Services Manager	REVISED: 12/09/2024
SUPERVISES: N/A	SECURITY LEVEL: Medium

PRIMARY FUNCTION & POSITIONAL PURPOSE

The food service worker will prepare, season, and cook food for hospital patients, employees, and visitors. The food service worker is responsible for preparing food in a sanitary and appetizing way. He/she must meet the various schedules, cook proper qualities, serve on the tray line, and operate and clean equipment, and help avoid food and supply waste. In addition, a variety of other routine kitchen and cafeteria duties will be performed. This position will perform various cashier duties involving collecting funds, issuing proper change, and daily balancing of a cash drawer. He/she must maintain diet records, tally food requirements on work sheets for cooks and other similar tasks. This position will prepare food menus and trays for patients to meet their diet, diagnosis and age requirements.

POSITIONAL ESSENTIAL FUNCTIONS

Essential functions are those tasks, duties, and responsibilities that comprise the means of accomplishing the job's purpose and objectives. Essential functions are critical or fundamental to the performance of the job. They are the major functions for which the person in the job is held accountable.

1. Maintains established departmental policies and procedures, objective, quality assurance/ improvement program, safety, infection control and environmental standards
2. Performs all of the following tasks involving cook duties:
 - Previews menus and work orders to determine type and quantity of foods.
 - Prepares, seasons, and cooks all food items according to recipes to meet standardized product quality, refreshed taste and appearance.
 - All proper sanitation practices are followed in preparation, service and storage of all food items. Measures and mixes ingredients according to directions.
 - Plans/coordinates cooking schedules so that food will be ready at all times.
 - Works form diet slips, daily menus, serving all needed food items for individual patient trays according to the diet prescribed
3. Uses/operates and inspects on a daily basis various equipment operated for cleanliness and proper operation
4. Assists with care and maintenance of department equipment and supplies
5. Enhances professional growth and development through in-services and with educational programs
6. Receives assignments and instructions
7. Employee performs within the prescribed limits of the hospital/departmental Ethics & Compliance program. Is responsible to detect, observe and report compliance variances to their immediate supervisor/director, compliance officer or the hospital hotline
8. Collaborates with the Dietary Manager and/or Clinical Dietitian about food requirements & planning and correcting menus for all age specific populations
9. Performs all of the following tasks involving cafeteria service:

- Necessary food items and utensils are ready for service
 - Prepares all items according to recipe to meet standardized product quality
 - Maintains a zero balance on the cash register
 - Customers are processed in an efficient, friendly manner
10. Performs light typing/keyboarding. Operates computer terminal on performing assigned duties
 11. Performs all of the following tasks involving Food Service Workers position:
 - Examines diet order received, record/enter information
 - Prepares diet slips for patients
 - Consults with patient regarding diet, likes and dislikes
 - Tallies and processes production schedules
 12. Performs a variety of tasks involved in dish washing and cleaning operations and food services including cleaning and sanitizing all service ware, cooking utensils, etc.
 13. Performs other duties as assigned or requested
 14. Demonstrates commitment to patient safety and quality through maintenance of a safe environment, providing assistance to visitors and customers throughout the facility, and support of safe practices
 15. Collaborates with the director and/or dietitian on planning and correcting menus to meet the nutritional needs therapeutic diets of patients

ALL EMPLOYEE ESSENTIAL FUNCTIONS

All Employee Essential Functions are those tasks, duties, and responsibilities that are necessary for every VBCH position to accomplish the organization's purpose and objectives. Essential functions are critical or fundamental to the performance of the job. They are the expectations for which every person is held accountable.

1. Attendance at work on a regular and reliable basis.
2. Maintains patient, hospital and, employee confidentiality in all aspects of the job.
3. Meets with supervisor concerning policies and procedures, work assignments, financials and other functional problems. Keeps supervisor informed of department activities and needs.
4. Complies with all established policies and procedures of the hospital and of the department, to include the Code of Conduct and the Code of Ethics and Compliance.
5. Must be able to safely work in an environment where latex is prevalent.
6. Complete annual education requirements. Stays up-to-date with industry matters.
7. Attend meetings as appropriate.
8. Meets standards of hospital infection control.
9. Maintains all applicable regulatory requirements, including licensure requirements when applicable.
10. Commits to being diligent about safety policies and practices within the organization and assigned department.
11. Accepts additional duties as assigned when they are deemed appropriate by the employee's supervisor

ONE CULTURE BEHAVIORS – ALL EMPLOYEES

All employees of VBCH are expected to display the cultural values and competencies of VBCH. This is an essential function of each employee's job and all positions will be held accountable for demonstrating these behaviors.

1. Be One - I benefit from and strengthen VBCH.

- **Think TEAM, not self.**
 - Have a shared sense of purpose and clear goals and understand that we all make a difference
 - Appreciate diversity, recognize each individual has value and we can accomplish more together.
- **Ask for help. Give help.**

- Make time for everyone. No one is an interruption. Each person is my reason for being at VBCH.
- Be honest and open in all relationships, interactions, and in providing care.
- **Communicate like your life depends upon it.**
 - Take time to explain and communicate what to expect.
 - Respectfully and effectively communicate within your department and within the organization.

2. Personalize Care – Your experience. My responsibility.

- **Bring energy and passion every day.**
 - Ensure consistent care by committing 100% to each individual patient, family and staff member.
 - Deliver the best outcome and excellent service through the dedicated effort of every team member.
- **Serve the patient or support someone who does.**
 - Look beyond assigned tasks and job duties and focus on your purpose.
 - Embrace supporting one another as a way of achieving greatness.
- **Invest the time to listen, care and connect.**
 - Treat others as you would like to be treated – with dignity, respect, care and sensitivity to privacy.
 - Reassure the patient and their family that you know the importance of your job in relation to the care.

3. Own It – I own my actions to deliver Key Results.

- **Step up or step aside.**
 - Lead by example; be honest and trustworthy, while always maintaining confidentiality.
 - If unable to meet a request, find someone who can.
- **Take responsibility for your attitude and impact.**
 - Accept personal responsibility to always do the right thing even when no one is looking.
 - Take the time to do things right the first time.
- **Make excellence happen.**
 - Follow through when you tell someone you will do something for them. Make contact with them throughout the process as well as after the task is completed.
 - Realize what we do is a reflection of ourselves and our organizations.

4. Improve Daily - I make improvements every day for those we serve including each other.

- **Have a “get better” mindset.**
 - Strive to be the best at what we do. Seek ways to continually improve patient and employee satisfaction.
 - Seek out opportunities to improve skills for personal and professional growth; supporting common goals of the organization.
- **Be coachable.**
 - Sincerely acknowledge and take corrective action when expectations are not met.
 - Commit to professional and personal development.
- **Seek solutions. No blaming, complaining or defending.**
 - Problem solve with input from each individual. Maintain a positive attitude and focus on solutions by working through challenges and conflict together.
 - Focus on process when seeking solutions, not on people.

5. Innovate - I imagine and embrace bold new ideas to revolutionize health.

- **Challenge the status quo. Create new possibilities.**
 - Look for opportunities to improve the patient, family and staff experience through innovative thinking and process improvement.
 - Be an active participant in organization activities and community events.
- **Be proactive and embrace change.**

- Be receptive to different ideas and responses from fellow coworkers.
- Be open and willing to change to improve outcomes.
- **Be curious – don't be afraid to fail.**
 - Be willing to go the extra mile and do what is necessary, even if that means to do things differently, to not only meet but exceed expectations.
 - If you or the team fails, grow from the experience and try again

EDUCATION, CERTIFICATION, & EXPERIENCE REQUIREMENTS

1. High School diploma or equivalent is required.
2. Previous food service experience is necessary.
3. 90-hour food service short course must be maintained within 90 days of hire

WORKING ENVIRONMENT

Note: Reasonable accommodations may be made for individuals with disabilities to perform the essential functions of this position.

Conditions	Never 0%	Occasionally 1 - 33%	Frequent 45 – 66%	Continuous 67 – 100%
Indoors	☐	☐	☐	☒
Computer Operations	☐	☒	☐	☐
Outdoor exposure to extreme cold or extreme heat	☐	☒	☐	☐
Exposure to wet and/or humid conditions	☐	☐	☒	☐
Excessive Noise including patient call lights, buzzers and alarms	☐	☐	☒	☐
Dusty	☐	☒	☐	☐
Vibration	☐	☒	☐	☐
Exposure to Latex	☐	☒	☐	☐
Other – please explain	☐	☐	☐	☐
Electricity and/or Electric Shock	☐	☐	☐	☒
Toxic or caustic chemicals and fumes	☐	☒	☐	☐
High, exposed places	☐	☒	☐	☐
Moving mechanical parts	☐	☒	☐	☐
Machinery	☐	☒	☐	☐
Power or impact tools	☒	☐	☐	☐
Other – please explain	☐	☐	☐	☐
Lift/Carry				
1 – 10 lbs	☐	☐	☒	☐
11 – 20 lbs	☐	☐	☒	☐
21 – 50 lbs	☐	☒	☐	☐
51 – 75 lbs	☒	☐	☐	☐
75+ lbs	☒	☐	☐	☐
Push/Pull				
1 – 10 lbs	☐	☐	☐	☒
11 – 20 lbs	☐	☐	☐	☒
21 – 50 lbs	☐	☐	☒	☐
51 – 75 lbs	☐	☒	☐	☐
75+ lbs	☒	☐	☐	☐
Movement				

Sitting for long periods of time	☐	☒	☐	☐
Bend/Stoop/Twist	☐	☐	☐	☒
Crouch/Squat	☐	☐	☒	☐
Kneel/Crawl	☐	☒	☐	☐
Reach Above the shoulders	☐	☐	☐	☒
Reach Below the shoulders	☐	☐	☐	☒
Repetitive Motion (arms, wrists, hands)	☐	☐	☒	☐
Grasping	☐	☐	☒	☐
Climb Stairs/Ladder	☐	☒	☐	☐
Uneven Walking Surface	☐	☐	☒	☐
Even Walking Surface	☐	☒	☐	☐
Balancing	☐	☐	☒	☐
Finger usage (feeling for pulse, etc.)	☐	☒	☐	☐
Communication (talking and hearing)	☐	☐	☐	☒
Visual Acuity for reading and computer usage	☐	☒	☐	☐
Visual Acuity for drawing measurements	☐	☒	☐	☐

EMPLOYEE HEALTH REQUIREMENTS

Must follow all employee health requirements including, but not limited to, the following:

- Employee Health screenings every 4 years after hire as required by State Law
- Yearly flu shots. If flu shots are denied, you will be required to wear a mask at ALL times while on duty during respiratory illness season.
- COVID vaccination – If COVID vaccination is denied you will be required to wear a mask at ALL times while on duty during respiratory illness season.

SIGNATURES

I have read this job description and understand the physical requirements and essential job functions. I am able to perform these essential job functions with/without reasonable accommodations. Required accommodations are explained below:

Employee Signature

Date

Department Head Signature

Date

DISCLAIMERS

Van Buren County Hospital has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. A review of this job description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions. Employees will be required to follow any other job-related instructions and to perform any other job related duties requested by his/her manager. Requirements are representative of the minimum levels of knowledge, skills, and/or abilities. To perform this job successfully, the employee will possess the abilities or aptitudes to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Non-Discrimination Policy: It is the policy of Van Buren County Hospital not to discriminate in its services, programs, or employment on the basis of race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity. Van Buren County Hospital reasonably accommodates those persons with disabilities to allow for the performance of essential job functions or who may require alternative means for access. Any concerns or requests for accommodations should be directed to Lindsey Countryman, lindsey.countryman@vbch.org or 319-2 93-8754.