



Tlicho Community Services Agency
Dę Nāke Lanl Nāts'etso • Strong Like Two People

IDENTIFICATION

Department	Position Title	
Tlicho Community Services Agency	Lead Cook	
Position Number(s)	Community (s)	Division/Region(s)
27-94018	Behchoko, NT	Health & Social Programs/ Tlicho Long Term Care Facility

PURPOSE OF THE POSITION

The Lead Cook is responsible for ensuring all dietary requirements of residents of the Long Term Care Facility (LTCF) are met in a safe, timely, efficient and effective manner.

SCOPE

The TCSA administers all regional health and social services delivered to a population of approximately 3000 residents of the Tlicho region through 3 Community Health Centers, 1 Community Health Station as well as the residents of the Long Term Care Facility. The TCSA provides and supports the delivery of health care services to adults and children on an outpatient and outreach basis in order to enhance healthy communities' wellbeing through excellence, accountability and respect for regional diversity.

The Long Term Care Facility in Behchoko is a territorial facility serving the residential needs of 18 seniors admitted through the Territorial Admissions Committee.

Residents within the Long Term Care Facility are usually long-term convalescent, geriatric or respite patients. These residents live within the unit (home environment) and are experiencing a chronic illness or disability that has resulted in physical frailty and/or cognitive impairment and require 24-hour care. The residents' medical outcomes are somewhat predictable. Residents within the facility are visited a minimum of once every three months or more frequently as required by their physician. As a result, the Clinical Care Coordinator independently makes day-to-day decisions regarding individual nursing care plans based on delegated medical orders.

Reporting to the LTC Facility Coordinator, and with the assistance of 1 Cook Assistant, the Lead Cook is responsible for planning, preparing and serving nutritious and well balanced meals while addressing the special dietary needs of the residents, visitors and staff that meet the standards set in the LTCF Policy and Procedures Manuals.

This includes cooking, cleaning, being receptive to the needs of the residents and Day Program clients, serving meals and guiding the Cook Assistant and new cook staff in dietary techniques, etc. When available, traditional foods will be included on the menu.

In consultation with the LTC Facility Coordinator, Clinical Care Coordinator and Manager of Continuing Care, the Lead Cook plans the daily menus. The LTCF must provide three meals a day seven days a week 365 days a year, and morning, afternoon and evening snacks to the 18 residents. Twice daily meals are also provided to approximately 30 Home Care clients from Behchoko. Meals are also provided for special occasions (e.g., a resident's birthday, Christmas dinners etc.)

The Lead Cook is responsible for ensuring that the meals served to residents, other clients and visitors meet high nutritional standards and where necessary special dietary requirements. The Lead Cook is also responsible for food purchases and inventory control, to ensure economical use of the food purchasing budget.

Successful management of the kitchen and the daily menus will ensure that residents and others receive satisfying, nutritious meals. Failure to ensure that food service meets acceptable standards will have negative impacts on the health of residents and Home Care clients and may result in criticism from residents, family members and the public.

RESPONSIBILITIES

1. Complete food preparation duties by:

MAIN ACTIVITIES

- Consults with the Clinical Care Coordinator and the LTC Facility Coordinator to set weekly menus that meet nutritional standards and dietary requirements
 - Consulting the weekly menu and preparing cooking and preparation schedules to meet established serving times
 - Organizing the work area to prepare meals in an efficient and sanitary manner
 - Using standard cooking methods and safe cleaning practices as outlined in the Food Service Policy and Procedures Manual.
 - Preparing special menu items for residents on therapeutic diets
 - Assisting in menu planning by suggesting new recipes and techniques
 - Preparing menu items for special occasions.
2. Prepare nutritious meals and snacks and provide meal services according to resident meal plans by:

MAIN ACTIVITIES

- Organizing supplies needed for meal service
- Serving menu and special menu items, including traditional foods when available, in portion controlled amounts
- Collecting and clearing dishes, cleaning the dining area (e.g. tables, chairs) after meal or snack service

- Ensuring coffee/tea and dining room resident fridge supplies are stocked
- Cleaning dishes properly using the dishwasher/sanitizer
- Returning all service items including dishes, utensils and equipment to their proper locations
- Notifying the residents of meal times and daily menus in the dining room.

3. Ensure food safety and sanitation standards are maintained by:

MAIN ACTIVITIES

- Handling and storing food according to the standards set in the Food Service Policy and Procedures Manuals
- Ensuring refrigerators and freezers operate at the proper temperatures
- Cleaning and sanitizing the work area and equipment using the proper chemicals and techniques
- Establishing and following daily, weekly and monthly cleaning schedule
- Complying with the personal hygiene sections of the Food Services Policy
- Cleaning and maintaining all kitchen equipment properly and notifying the Facility Coordinator of the need for repairs or replacement.

4. Maintain inventory and waste control measures by:

MAIN ACTIVITIES

- Inspecting refrigerators, freezers and storage areas daily to ensure adequate stock
- Places food orders with the LTC Facility Coordinator's approval
- Checking food orders into stock, verifying the quality and condition of the food being delivered, refusing delivery of all sub-standard food items and notifying the LTC Facility Coordinator
- Following proper food rotation and disposal techniques as outlined in the Food Service Policy and Procedures Manuals
- Coordinating recycling programs.

5. Perform other related duties as required by:

MAIN ACTIVITIES

- Communicating with the LTC Facility Coordinator and Clinical Care Coordinator about any changes in resident eating habits or preferences
- May at times be required to assist with other team members' duties due to unforeseen circumstances.

KNOWLEDGE, SKILLS AND ABILITIES

The preferred incumbent would have the following knowledge, skills and abilities:

- Nutritional and dietary requirements and menu planning, particularly for aged persons and those with special dietary requirements
- Preparing, cooking and serving meals and snacks in an institutional setting
- Strong organizational skills and the ability to prioritize tasks in a team based setting
- Cooking housekeeping standards and hygiene requirements

- Purchasing, scheduling and inventory control
- Very good interpersonal and listening skills and the ability to work as part of a team
- Ability to read and comprehend information
- CPR and Basic First Aid training.

The incumbent must be familiar with the operation of the following equipment:

- Dish washer and clothing washers and dryers
- Stoves, ovens, dishwasher, mixer, knives, deep fryer, meat slicers, and other kitchen equipment to supervise food preparation, delivery and disposal
- Micro-computers using Microsoft Office software, such as Microsoft Word for word processing.

Confidentiality is of prime importance, as well as tact, discretion and the ability to communicate effectively. Failure to demonstrate these qualities may result in inappropriate decision making and negative publicity for the organization.

Typically, the above qualifications would be attained by:

The preferred incumbent will have completed a commercial cooking program combined with at least one year of experience in institutional cooking. Experience working with an elderly population would be an asset. Experience as a resident care aide would be an asset. An acceptable criminal records check is required and must be maintained.

WORKING CONDITIONS

Physical Demands

The incumbent must be able to:

- work in a hot kitchen for most of every shift
- stand for extended periods during the shift
- walk for extended periods during the shift
- bend forward and in various directions to provide food service and perform cleanup duties
- lift and carry loads up to 25 kg in weight
- regularly engage in physical exertion
- complete repetitive motion.

Environmental Conditions

Environmental risks associated with the position include working in an industrial kitchen with equipment that can cause bodily harm such as cuts and burns and working with cleaning chemicals and detergents while following all WHMIS guidelines and safety practices.

Sensory Demands

The incumbent will spend time during a shift exposed to higher than normal room temperatures and will be required to use the combined senses of touch, sight and smell while preparing meal items.

Mental Demands

Establishing relationships with and providing meals to aged residents or clients who may be ill, disabled, palliative or cognitively impaired can be stressful. Working with residents or clients who may become confused, intoxicated, physically or verbally aggressive or may have language barriers can be stressful at times. Family members can be challenging, and lack understanding

of the limits to care in a facility, causing stress. Providing nutritious meals and snacks on schedule every shift and for special occasions can be tiring and stressful.

The incumbent must be able to maintain a positive attitude when responding to all of these situations, and must have the ability to deal effectively with angry and frustrated people. Patience, tact, and sound judgment are required as well as the ability to use non-violent crisis intervention techniques, at all times with due regard for Tlicho culture and traditions.

LTCF Team Members are expected to work co-operatively.

The Lead Cook works regular day shifts but work schedules will be regularly reviewed and may be changed as needed to meet operational requirements. The incumbent may be required to work various shifts, including weekends, day and evening shifts, to accommodate special activities in the absence of the Cook's Helper.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- ☐ No criminal records check required
- ☐ Position of Trust – criminal records check required
- ☐ Highly sensitive position - requires verification of identity and a criminal records check