



GLEN HILL STRATHAVEN

A DURHAM CHRISTIAN HOMES COMMUNITY

Glen Hill Strathaven

Dietary Manager – Full Time

Mission:

Guided by our Christian principles, Durham Christian Homes enriches the lives of the residents we serve and those who serve them in seniors' housing, assisted living and long-term care.

Position Summary

The Dietary Manager (DM) is accountable to the Administrator for the overall management of the dietary department. Through effective management of allocated resources and development of a strong team, the DM will ensure the delivery of optimal care and service, based on legislative requirements and organizational standards.

The DM is required to perform their duties in a manner consistent with Durham Christian Homes (DCH) Mission, Vision and Values while ensuring resident safety and demonstrating customer service excellence.

DUTIES & RESPONSIBILITIES

A. General Administration

- Plans, co-ordinates, directs and monitors the effectiveness of all operational activities within the dietary department;
- Develops and sustains operational plans for the effective operation of the dietary department;
- Develops and sustains clinical systems to ensure optimal resident care;
- Delegates responsibility to staff based on clearly defined lines of authority and communication;
- Establishes and maintains an effective quality and risk management system to ensure legislative regulations and standards are met;
- Participates in strategic planning and accreditation activities;
- Ensures that all required committees are functioning within their terms of reference and areas of responsibility;
- Participates in corporate and external committees as requested;
- Follows all corporate policies and procedures; responsible to develop site specific departmental policies as indicated;
- Performs departmental duties as necessary.

B. Human Resources

- Leads an effective recruitment, orientation, and performance management process in accordance with DCH standards for all employees within the department;
- Establishes, monitors and evaluates staffing patterns and work schedules in accordance with the annual budget and with Collective Bargaining Agreements, as applicable;
- Identifies department learning needs and makes provisions for appropriate education and continuing staff development;
- Fosters positive working relationships with the union and employee representatives.

C. Financial Accountability

- Leads the development of the annual departmental budget;
- Manages and monitors all expenditures, explains monthly variances and works with the Administrator to identify corrective action;
- Ensures effective and efficient procurement and supply control procedures within the department;
- Oversees processes to ensure that all documentation is completed in a manner that maximizes base funding and ensures access to other available funding initiatives.

D. Resident & Family Relations

- Models and fosters an environment of positive customer service in all aspects of care;
- Responds promptly to concerns of residents and family members, mediating a satisfactory response to concerns and implements action plans to avoid reoccurrence of similar issues;
- Chairs Resident's Food Committee meeting and ensures residents are satisfied with meals;
- Communicates with residents, family members, and staff on an ongoing basis regarding department activities;
- Facilitates communication in complex care issues to foster positive resident outcomes;
- Establishes and sustains clinical care in a manner that is resident centred and fosters evidence based best practice.

E. Community Relations

- Promotes a positive working environment with the service providers working with the Home;
- Establishes and maintains positive communication between the Home and the community and suppliers.

F. Occupational Health & Safety

- Contributes to the development and creation of a safe work culture, leading by example in all aspects of health and safety;
- Ensures direct reports adhere to the OH&S Act and Regulations, all policies and procedures and that personal protective equipment is worn;
- Conducts regular safety audits and inspections of the department;
- Oversees orientation of all direct reports in all areas of health and safety, emergency preparedness and any departmental hazards;
- Participates in drills to prepare for emergencies and attends all education sessions in relation to emergency preparedness.

G. Quality Management

- Ensures the implementation of a complete quality and risk management program for the department;
- Ensures the collection of clinical indicators within time line on a monthly basis as assigned;
- Contributes to the development of recommendations for corrective action to reach corporate mean for clinical indicators;
- Ensures that all risk areas identified are addressed in a timely manner and according to corporate policy and applicable legislation.

H. Ministry of Health Compliance

- Fosters good working relationships with relevant person/s within the Ministry of Health and Long Term Care (MOHLTC);
- Knows and interprets MOHLTC legislation, regulation and process;
- Implements processes and systems to ensure compliance to all standards on an ongoing basis.

QUALIFICATIONS

- Must possess certification as Food Service Supervisor/Nutrition Manager from a recognized governing body;
- Must possess current membership in the Canadian Society of Nutrition Management;
- Demonstrated experience in large quantity food preparation, financial planning and food purchasing;
- Must be knowledgeable of nutritional needs of the residents in a LTC home;
- Demonstrated expertise in catering for LTC environment;
- Must possess excellent oral and written communication skills;
- Must be knowledgeable of the Ontario Food Premises Regulation, Food Safety Code of Practice and Canada's Food Guide to Healthy Eating, relevant sections of the Long Term Care Homes Act and regulations 2007, ORCA and OH&S Act;
- Computer skills including Excel/Word/Outlook;
- Knowledge of Point Click Care an asset.

CLOSING DATE

Interested applicants may forward their resume in confidence **no later than November 30, 2018** to the attention of: Michelle Stroud, Glen Hill Strathaven, 264 King St E., Bowmanville, ON L1C 1P9, Fax: 905-623-1374 or email pdf to mstroud@dchomes.ca.

Visit our website to learn more.

www.dchomes.ca