



## **POSITION DESCRIPTION**

**Position:** Food Service Worker  
**Reports to:** Support Services Director  
**Remuneration:** Hourly

### **WHO WE ARE**

Lionel Kelland Hospice is the first community based residential hospice in Newfoundland and Labrador providing end-of-life care to residents and their families with care, respect, and dignity.

Our values are the fundamental principles that guide the work of Lionel Kelland Hospice, and they apply not only to its residents and their families, but also to our staff, physicians, and volunteers. These are our values that we cherish the most in our workplace: compassion, integrity, excellence, commitment, and collaboration.

We strive to create a workplace where employees are treated with respect and compassion. By working together in a positive environment, we can ensure that the final chapter of a person's story is dignified and peaceful.

### **POSITION SUMMARY**

Under the direction of the Support Services Director and Cook, and in collaboration with the other members of the Hospice team, including volunteers, the Food Service Worker will be responsible for the daily cleaning and sanitizing of our dining room, as well as assisting with the cleaning of the kitchen with the Cook. This position would also be responsible for helping our Cook with daily tasks in preparing and serving of meals. You would also be helping the Cook with the break down of the food service line and aiding in the clean up of equipment and dish washing after each service. Another important role would be helping in receiving and properly storing incoming supplies as instructed by the Cook. This position will also require the Food Service Worker to be responsible for all cooking duties on weekends on their own for the residents for each meal service, and a light menu for the dining room for employees, volunteers, and families.

### **DUTIES AND RESPONSIBILITIES**

#### **1. Food service related:**

- Help with the daily kitchen preparation and meal service as instructed by the Cook in a safe and hygienic manner.
- Clean and sanitize the dining room thoroughly after each meal and on the ongoing basis as required using proper commercial cleaning products.
- Operate ovens, grills, fryers, and other kitchen equipment safely and efficiently with training and guidance from the Cook.
- Help with maintaining cleanliness of equipment and worktables daily.
- Assist with daily documentation of cooler and freezer temperatures.
- Assist Cook in the breakdown and clean-up of items on the service line after each meal.
- Clean pots and pans as required.
- Operate a commercial dishwasher to clean dishes and utensils as required.
- Put clean dishes and utensils in proper storage areas after cleaning.
- Assist volunteers with performing tasks as required.
- Monitor and replace garbage bags in kitchen and dining room containers as required in a safe and hygienic manner.

## **2. Volunteer Program:**

- Assist with the implementation of our in-house volunteer program designated to kitchen and dining room by helping with the orientation of new volunteers.
- Provide ongoing support and direction to the volunteers to ensure a safe and proper work environment.

## **3. General:**

- Participates in training and educational initiatives as required.
- Maintains confidentiality of resident and Hospice information and discusses same only with appropriate Hospice employees and volunteers.
- Willing to be a team player within the Support Services Department and all other departments.
- Other duties as required.

## **Qualifications:**

- Completion of a food safety course.
- Completion of a high school diploma.
- Minimum of 3 years of related institutional Food Service Worker experience
- Excellent communication skills, both verbally and written.
- Proficient understanding in food allergies and modified diets.
- OH&S AND /OR WHMIS would be considered an asset.
- Excellent organizational and workplace skills.
- Ability to react quickly and safely to urgent situations.
- Ability to carry out tasks in a safe and efficient manner.

- Flexibility to work various shifts if required outside of normal working hours.
- Ability to use Microsoft 365 products would be considered an asset.
- Valid driver's licence with access to personal vehicle.

#### **Other Skills and Abilities:**

- A strong sense of dedication to the mission, values, and goals of Lionel Kelland Hospice and be a dedicated staff team member.
- Ability to handle difficult situations in a caring, empathetic manner with good judgement.
- Effective and respectful communication with staff and volunteers.
- Tact and discretion in dealing with and handling confidential information.
- Positive attitude and a willingness to "go the extra mile" when delivering quality service and building positive work environment.

#### **Standards of Performance:**

- The Food Service Worker must demonstrate ongoing competency and a commitment to continuous quality improvement in completing all duties and responsibilities as detailed in this job description, in accordance with all Hospice policies and approved plans.