



POSITION DESCRIPTION

Position: Cook
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: diversity, flexibility, integrity, teamwork, good citizenship, and personal accountability.

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.

An independent organization, Lionel Kelland Hospice is a registered charity and is supported by a strong and caring community. To learn more about **Who We Are**, visit: <https://lionelkellandhospice.ca/>.

Position Summary:

In accordance with the Hospice plans and policies, the Cook will oversee our daily Alison Road kitchen activities in a safe and hygienic manner. This position will be responsible for planning and preparing meals for residents, families, employees, and guests; assisting with menu planning; food inventory (ordering, receiving, and costing); and safe food handling. This position will also be required to give guidance and instructions to the Kitchen Assistant for food preparation, food service, and our Birches Dining room maintenance. The Cook will need to have open communication and direct contact with our Care Team to ensure the residents' needs are met on an ongoing basis, as well as assist with food and serving preparations for special functions.

Duties and Responsibilities

Kitchen Related:

- Prepare meals for Hospice residents, staff, and their families according to recipes, as well as maintain the meal preparation schedule on a daily and weekly basis.
- Prepare and serve hot and cold food in a safe and timely manner, with a clear understanding of how to accommodate dietary restrictions and special requests for our residents.
- Operate ovens, grills, fryers, and other kitchen equipment safely and efficiently.
- Maintain cleanliness and sanitation of all equipment and worktables.
- Provide the Food Service Worker with information about the food cooked and service portions, as well as teaching and guiding them for meal preparation as needed.
- Work collaboratively with kitchen staff and all departments to ensure smooth running operations.
- Keep daily documentation of cooler and freezer temperatures.
- Maintain adequate inventory of food and cooking supplies.
- Order and receive food upon delivery on a weekly basis or as needed.
- Assist with menu planning and developing new recipes.
- Handle any complaints related to food quality in a professional and respectful manner.
- Work outside of normal hours as required during special events and programming.
- Assist guests with courtesy, promptness, and friendliness.

Volunteer Programs:

- Assist with the implementation of our in-house volunteer baking program.
- Train new volunteers and provide ongoing training, support, and directions to them to ensure a safe and hygienic work environment.
- Assist with other programming involving volunteers through food and beverage preparation as required.

Workplace Health and Safety:

- Be knowledgeable about health, safety, and emergency response in the workplace.
- Abide by the NL Occupational Health and Safety (OH&S) Act and associated Regulations, as well as the Hospice workplace health and safety policies and procedures.
- Participate in proactive health & safety activities while performing all duties, as well as identifying any potential health and safety risks, hazards, and/or concerns.

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.

- Other duties as required.

Qualifications and Skills Required:

- Completion of a recognized cooking program.
- Completion of a high school diploma or equivalent.
- Completion of a Food Safety Course.
- Have at least five (5) years of related commercial cooking experience.
- Completion of required health and safety courses such as OH&S and/or WHIMIS would be considered an asset.
- Excellent organizational and workplace management skills.
- Have a strong attention to detail.
- Ability to react quickly and safely to urgent situations, as well as have adaptability skills to changing schedules and service needs.
- Ability to carry out tasks in a safe and efficient manner.
- Flexibility to work various shifts if required outside of normal working hours.
- Valid driver's license is considered an asset.

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.
- 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 Cook 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.