Director of Dietary Services

JOB DESCRIPTION

Position Title: Nutritional Services Ambassador
Exemption Status: Non-Exempt

Job Classification: Job Code:

Department: Food Hospitality and Nutrition

Reports to: Director, Food Hospitality and Nutrition

Last Update: November 13, 2012

Job Summary
Nutritional Services II – Gourmet Ambassador, is responsible for helping to sustain the highest quality food service and nutritional care for customers consisting of patients, guests, and the RGH family. He/she will be the embodiment of the hospital’s mission, vision and values. Under the direct supervision of the director, the Nutritional Services II performs a variety of food service and dish duties. They will safeguard each customer experiences the highest level of personalized service.

Essential Functions
- Promote the mission, vision, and values of the organization and exemplify them through food hospitality
- Greet all patients, families, employees and hospital visitors with a positive, cheerful attitude
- Exhibit exceptional customer service skills and look for opportunities to go above and beyond to meet customer’s needs
- Conducts patient diet assessments upon admission
- Assist with patient menu selections and deliver patient meals
- Delivers items as requested by patient care units or patients
- Assists with prepping and cooking breakfast, lunch, and dinner limited assistance or supervision
- Returns carts to kitchen as designated times
- Loads, unloads, and oversees dish washing machine
- Disposes of garbage and boxes in appropriate manner and as needed
- Performs assigned cleaning duties on a daily basis
- Performs special cleaning duties as assigned by the Director
- Serves food on the cafeteria tray line
- Runs cash register in RGH Café
- Maintains RGH Café tray line in a clean, neat and organized manner
- Assist in the stocking of all areas in dining room
- Helps maintain the cleanliness of the RGH Café dining room
- Assists where needed and performs other related duties as assigned by Director
- Maintains a good working relationship, both within the department and with other departments
- Observes infection control practices at all times
- Performs any or all of the duties in the kitchen, tray line, cafeteria, and dish room as needed

Non-Essential Functions
- Perform other duties as assigned
Professional Requirements
- Adhere to dress code, appearance is neat and clean.
- Complete annual education requirements.
- Maintain patient confidentiality at all times.
- Report to work on time and as scheduled.
- Wear identification while on duty.
- Maintain regulatory requirements, including all state, federal and local regulations.
- Represent the organization in a positive and professional manner at all times.
- Comply with all organizational policies and standards regarding ethical business practices.
- Communicate the mission, vision and values of the organization.
- Participate in performance improvement and continuous quality improvement activities.
- Attend regular staff meetings and in-services

Qualifications
- Competent in “Nutritional Services I” job description
- Must have good attendance history with a maximum of zero “no shows” and no more than three unscheduled PTO days in the past six month period.
- Six months on the job or prior experience in healthcare food hospitality setting
- Basic computer proficiency, and working knowledge of Microsoft Office
- Must provide one in-service to team members during regular staff meeting
- Must pass Gourmet Ambassador patient assessment
- High school diploma or equivalent

Knowledge, Skills, and Abilities
- Strong organizational and interpersonal skills
- Well-developed written and verbal communication skills necessary
- Ability to determine appropriate course of action in more complex situations
- Ability to work independently, exercise creativity, be attentive to detail, and maintain a positive attitude
- Ability to manage multiple and simultaneous responsibilities and to prioritize scheduling of work
- Ability to maintain confidentiality of all medical, financial, and legal information
- Ability to complete work assignments accurately and in a timely manner
- Ability to communicate effectively, both orally and in writing
- Ability to handle difficult situations involving patients, physicians, or others in a professional manner

Physical Requirements and Environmental Conditions
- Working irregular hours including call hours
- Physically demanding, high-stress environment
- Exposure to blood and body fluids, communicable diseases, chemicals, radiation, and repetitive motions
- Pushing and pulling heavy objects
- Full range of body motion including handling and lifting patients
- Position requires light to moderate work with 50 pounds maximum weight to lift and carry.
- Position requires reaching, bending, stooping, and handling objects with hands and/or fingers, talking and/or hearing, and seeing.

General Sign-off
The employee is expected to adhere to all agency policies and to act as a role model in adherence to agency policies.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities.

I have read, understood and had the opportunity to ask questions regarding this position description.

__________________________________   ____________________________
Employee’s Signature                Date