

**POSITION TITLE: FOOD SERVICE MANAGER – HOSPITAL/ACUTE CARE – (DIETETIC TECHNICIAN, REGISTERED)**

**DEPARTMENT/SECTION:**

**REPORTS TO:**

**DATE PREPARED:**

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**POSITION SUMMARY**

The dietetic technician, registered (food services manager) plans and oversees the activities and personnel of the food service operation under the direction of the Food and Nutrition Services Director. Primary responsibilities include overseeing food purchasing and inventory control, supervising food production and service for patients and the cafeteria; ensuring food production complies with standardized recipes, portion control guidelines, and quality standards; managing staff; reviewing and updating policies and procedures; implementing and maintaining quality, cost control, and safety and sanitation procedures in compliance with federal and state regulations, and accreditation standards. Maintains professional competencies and skills as required for position, professional practice, and credentialing.

**PRIMARY RESPONSIBILITIES**

Operations

- Facilitates and directs food service operations to ensure food is prepared in proper amounts, at proper times, according to menu and standardized recipes, and served at proper temperatures, with specified portion size, and in a pleasing and attractive manner.
- Collaborates with registered dietitian (RD) on master patient menus, menu or snack adjustments for patient preferences, allergies/intolerances, and diet order.
- Uses and assists in maintaining: Computerized food service management system used for purchasing; inventory control; standardized recipes development; nutritional analysis of menus; and patient nutrition care functions (interface with electronic health record for patient data, diet orders, food preferences, food allergies/ intolerances, regular and therapeutic diet menus, and meal tray tickets).
- Maintains and assists in revising standards and policies and procedures for food purchasing, inventory control, storage, preparation, service, safety, sanitation, and security.
- Oversees operation of pot/pan and dish room areas to provide staff training, and assure compliance with sanitation procedures and standards.
- Oversees maintenance of kitchen equipment and employee training.
- Assists with menus and food production for catering and special events.
- Completes all other duties as assigned.

### Personnel Management

- Interviews and recommends for hiring new employees; provides or supervises orientation and training.
- Prepares work schedules for foodservice staff and assigns tasks.
- Reviews and recommends updates to job descriptions.
- Supervises, evaluates, and recommends disciplinary actions including termination.
- Provides opportunities for staff development.
- Encourages teamwork by creating an environment of empowerment and accountability.
- Conducts or participates in regular staff meetings to inform about upcoming events, policy or procedures changes, customer service reports, and to obtain staff input on operational activities to improve practices and outcomes.

### Quality and Cost Control

- Evaluates cost reports with director to maintain costs within budget.
- Uses department resources prudently.
- Identifies opportunities to improve efficiency and effectiveness of foodservice operations.
- Identifies and implements approved cost reduction and productivity measures as needed.
- Supports and participates in department's performance improvement program.
- Implements and assures compliance with standards, policies and procedures for compliance with federal, state, local regulations and accreditation standards.
- Participates as a member of committees or task forces related to maintaining and improving food and nutrition services.
- Supports and promotes the organization's infection control, safety, risk management, and customer/guest relations program.

### Professional Interface

- Acts as mentor for staff and students/interns, using knowledge of food service systems management, customer service, and hospital operations to promote personal and professional growth and development.
- Participates in supervised practice experiences for nutrition and dietetics students/interns as needed.
- Collaborates with other unit managers, nutrition office staff, and RDs as needed to promote effective communication and processes to ensure patients' nutritional needs are met.
- Participates in departmental and interprofessional meetings, task forces, and projects.

### Professional Development

- Maintains status as a dietetic technician, registered (DTR) by the Commission on Dietetic Registration (CDR). Obtains and maintains other requirements for position, e.g., ServSafe.

- Continuously improves knowledge of food service systems, food safety, culinary skills, practice guidelines and regulations relative to hospital and patient population, research related to products or services, and communication skills.
- Applies the Revised 2017 Scope of Practice for the DTR, Revised 2017 Standards of Practice (SOP) in Nutrition Care, and Standards of Professional Performance (SOPP) for DTRs, to evaluate competence, identify areas for continuing education, and advance practice; and Standards of Excellence in Nutrition and Dietetics for Organizations Metric Tool to measure and evaluate an organization's programs, services, and initiatives.
- Develops and implements an individualized professional development portfolio plan for professional growth and development, including participation in professional organizations and activities, workshops, seminars, and staff development programs.

## **KEY COMPETENCIES**

### Communication

- Demonstrates strong interpersonal skills and abilities to communicate effectively in written, verbal and electronic form.
- Successfully utilizes the most effective and meaningful form of communication to express ideas and information.

### Problem Solving

- Analyzes and resolves difficult and sensitive challenges using professional, evidence-based approaches.
- Seeks involvement from diverse perspectives and areas of the department to solve problems.

### Teamwork

- Promotes cooperation and commitment within a team to achieve goals and deliverables.
- Adapts approach, goals, and methods to achieve results in dynamic team situations.

### Adaptability

- Adapts own attitudes and behaviors to work effectively with diverse populations and situations.
- Accepts and readily adapts to changing priorities, better ideas, strategies, procedures and methods.

### Organization and Collaboration

- Ability to perform responsibilities without detailed instructions or necessity of close supervision.
- Organizes multiple tasks, establishes priorities, and meets deadlines for responsibilities and assignments.
- Cooperatively and effectively works with people from all organizational levels and builds consensus through negotiation and diplomacy.

### Customer Focus

- Demonstrates service excellence to customers, patients, families, coworkers, other departments and the community by showing respect, honesty, fairness and a positive attitude toward all.
- Meets customer service needs quickly and effectively; takes action to review and remedy concerns.

## **QUALIFICATIONS**

### Education/Experience

Associate or Bachelor's degree in nutrition, foodservice systems management, or related area, granted by an accredited college or university. Completion of dietetic technician program, or completion of required nutrition and dietetics coursework through a Didactic Program in Dietetics accredited by the Accreditation Council for Education in Nutrition and Dietetics (ACEND) of the Academy of Nutrition and Dietetics to qualify for credentialing.

Prior experience as a DTR in a hospital or long-term care facility preferred. Prior supervisory experience required.

### Registration

Dietetic technician, registered (DTR) by the Commission on Dietetic Registration (CDR).