

### **3. POSITION TITLE: FOOD AND DINING SERVICE MANAGEMENT – LONG-TERM-CARE**

**DEPARTMENT/SECTION:**

**REPORTS TO:**

**DATE PREPARED:**

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#### **POSITION SUMMARY**

The Director of Food and Dining Services directs food and dining services under the direction of the facility administrator and/or corporate manager working in collaboration with a Registered Dietitian Nutritionist (RDN) to address the nutritional needs of the resident population. Responsibilities include planning, coordination, organization, and supervision activities required for high-quality food and dining services for residents and associated customers in accordance with organization policy and procedures and in compliance with federal and state regulations. Directs dining service operations including: supervision, hiring and training, of staff; menu development, food production and service; food, supplies and equipment procurement, and vendor communications; food safety and sanitation; emergency preparedness; and participation in interprofessional team care plan meetings in collaboration with RDN to contribute to interventions/plan of care for residents. Maintains professional competencies and skills as required for position, professional practice, and credentialing.

#### **PRIMARY RESPONSIBILITIES**

##### Operations

- Develops and/or adapts corporate menus to meet the nutrition and cultural needs and preferences of the resident population in collaboration with the RDN.
- Purchases food and supplies according to the facility menu and within budgetary guidelines established by the organization.
- Maintains cost records per protocol on behalf of the organization.
- Plans and conducts departmental meetings and in-service education programming for dining services staff. Maintains records of the meetings.
- Insures that sanitation and safety standards are maintained above levels acceptable to state, federal and local regulations.
- Maintains all dietary records regarding resident preferences, tray cards, nutrition screening and assessment data, Minimum Data Set (MDS) care plans in coordination with Registered Dietitian Nutritionist (RDN).
- Provides orientation, training, counseling and written evaluations of dining services staff.
- Insures customers receive food items consistent with dietary requirements and preferences, and that food is served at appropriate temperature and form and in accordance with palatability and safety.

- Coordinates attendance of appropriate staff to participate in inter- and intra-department meetings.
- Completes and documents nutrition screening and data collection to support nutrition assessment and monitoring as specified by RDN and facility policy to comply with state, federal and local regulations.
- Attends or assigns department representative to attend interprofessional care plan meetings to contribute food and nutrition-related information for development of resident care plans in coordination with RDN.
- Provides requested data or records necessary for state, federal, or corporate, when applicable record keeping.
- Manages all forms of internal and external communications.
- Performs all other duties as assigned.

### Personnel Management

- Develops job descriptions in consultation with Human Resources and determines levels of competency necessary to meet mandatory job requirements as needed.
- Assists with or provides staff development and training for professional, technical and support personnel in the department and facility as requested.
- Orients dining service staff and facility personnel to operations in food service system, and food safety standards.
- Trains, manages, disciplines, and evaluates the performance of employees reporting to the position.
- Resolves conflicts using constructive coaching techniques while providing colleagues and staff with feedback that is timely, clear and appropriate.

### Business and Quality Integration

- Evaluates, recommends, and implements cost reduction and productivity measures using performance improvement and benchmark data.
- Identifies, reviews, and prioritizes opportunities to improve department efficiency and effectiveness.
- Develops, initiates, and monitors the quality assurance and performances improvement (QAPI) program, introducing new tools and adjusting processes as necessary to ensure food safety, improve customer satisfaction, and comply with state, federal and local standards. Participates in facility QAPI meetings.
- Assists in budget planning in consultation with facility administrator.

### Professional Interface

- Acts as a mentor for staff, students, and interns, using knowledge of food service systems management and leadership to promote personal and professional growth and development.

- Plans and participates in supervised practice experiences for nutrition and dietetics students/interns as needed.
- Collaborates with RDN, department, and facility staff to promote effective communication and processes and to ensure customers' nutritional needs are met.
- Attends and participates in interprofessional teams and committees.

### Professional Development

- Maintains status as a Nutrition and Dietetics Technician, Registered 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, nutrition topics, practice guidelines and regulations relative to resident population, research related to products or services, and communication skills.
- Applies the Revised 2017 Scope of Practice for the NDTR, Revised 2017 Standards of Practice (SOP) in Nutrition Care and Standards of Professional Performance (SOPP) for NDTRs 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 from department and facility staff 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 residents, 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, food service 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 in a long-term care setting or hospital food and nutrition service, and supervisory experience required. Experience in patient/resident food/dining service or nutrition care as a Nutrition and Dietetics Technician, Registered preferred.

### Certification/Licensure

Nutrition and Dietetics Technician, Registered (NDTR) by the Commission on Dietetic Registration (CDR).