



JOB DESCRIPTION: Dietary Services Manager

Position Title: Dietary Services Manager
Department: Dietary Services
Reports to: Chief Operating Officer
Classification: Regular, Full Time
FLSA Status: Exempt

Summary of Position:

The Dietary Services Manager provides overall responsibility for the functions and direction of the dietary services department. The dietetic service shall be organized so that the daily nutritional needs of the patients are met and provide safe, palatable and appropriate food. Coordination between dietary services and nursing services is essential. Sanitation and proper food handling are an essential element.

Essential Duties & Responsibilities:

1. Plans, organizes, and supervises the ongoing operations of the dietary services department.
2. Plans and prepares menus and special diets.
3. Notes all changes to menus, retains and files menus.
4. Orders food supplies to maintain an adequate supply of food stock on hand, checks invoices against arriving supplies, and verifies price and weights.
5. Sets and monitors daily work schedules for all the dietary services department staff.
6. Provides for the implementation and administration of the strict sanitary requirements of the dietary department both of the physical facility and the proper care and handling of food.
7. Visits with patients to determine their needs and preferences. Maintains records of special diets and food requirements of the patients. Responsible for diet instructions when ordered by the physicians.

Organization Responsibilities:

1. Fosters a culture of service excellence which anticipates and responds to the needs of our customers.
2. Performs job duties and responsibilities in a manner that reflects the highest ethical and professional standards.
3. Maintains compliance with mandatory training initiatives, competencies, and licensure requirements.
4. Complies with all CDP and departmental programs, policies and procedures (i.e. administrative, HR, financial, clinical, quality, and safety policies and procedures).
5. Ensures and protects the confidentiality of sensitive information.
6. Complies with all federal, state, and local standards and laws regulating the provision of professional services (licensure and scope of practice).

Management Responsibilities:

Dietary Services Manager
Updated 7/21/2016
Page 1

1. Interviews, hires, trains and provides coaching for department staff.
2. Manages the overall development and performance of staff. Establishes employee goals and conducts performance evaluations.
3. Establishes policies, procedures and protocols for departmental functions
4. Supports and ensures staff compliance with all CDP and department programs, policies and procedures.
5. Ensures compliance with all federal, state, and local standards and laws regulating the provision of professional services (licensure and scope of practice).
6. Promotes and manages the safety of employees and the work environment. Ensures compliance with CDP and departmental safety policies and procedures and holds staff accountable for adhering to safety standards.
7. Analyzes reports, makes recommendations, and develops strategies for improved quality and department productivity.
8. Develops and maintains effective relationships with supervisors and co-workers in performing assignments and service requests.
9. Manages the departmental budget effectively, determines fiscal requirements and prepares budgetary recommendations. Identifies appropriate staffing levels for the department.

Education & Experience Requirements:

A high school diploma or equivalent is required. Three years of progressively responsible experience in dietary services or an equivalent combination of education and experience is strongly preferred. Supervisory experience preferred. Must possess a current CDM or Dietetic Certification.

Knowledge, Skills & Abilities:

Must have the following knowledge, skills and abilities for this position:

1. Knowledge of healthcare management principles, practices and procedures.
2. Ability to interpret established policies into operating procedures.
3. Ability to coordinate effectively various functions and activities for maximum cooperation and efficiency.
4. Ability and skills to direct, instruct and advise staff.
5. Ability to receive and effectively react to day-to-day problems presented by staff as well as others.
6. Effective verbal and written communication skills.
7. Excellent interpersonal and customer service skills.
8. Possess the ability to deal tactfully and communicate effectively with employees, patients, family members, visitors, and the general public.

Work Environment:

Hazards typical to an institutional kitchen such as hot water with dishwasher, sharp objects, electrical equipment, wet floors, frequent exposure to warm temperatures. Cleaning supplies may be potentially hazardous during handling so necessary precautions should be taken.

Physical Demands:

Moderate to heavy physical conditions. On feet most of the time. Involves walking, bending, twisting, stooping, kneeling, crouching, reaching and handling. Pushing and pulling of carts and racks.

	RARELY/NEVER	OCCASIONALLY	FREQUENTLY	CONSISTENTLY
LIFTING*				X
Up to 10 lbs.			X	
11 - 24 lbs.			X	
25 - 34 lbs.		X		
35 - 50 lbs.		X		

51 - 74 lbs.		X		
75 - 100 lbs.	X			
Above 100 lbs.	X			
STANDING				X
WALKING				X
SITTING				X

*Any lifting of 35 lbs. or more requires the use of an assistive device and/or physical assistance.

Exposure Category: 3

1. Tasks that involve exposure to blood, body fluids or tissues. This includes all procedures or job related tasks that involve inherent potential for mucous membrane or skin contact with blood, body fluids or tissues, or potential spills or splashes of them.
2. Tasks that do not involve exposure to blood, body fluids or tissue, but exposure may be required as a condition of employment. Appropriate protective measures are readily available to these employees when needed.
3. Tasks that involve NO exposure to blood, body fluids or tissue and Category I tasks are not a condition of employment.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

This job description has been approved by all levels of management:

Manager _____

HR _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____