



## POSITION DESCRIPTION

**POSITION TITLE:** FOOD SERVICES SUPERVISOR

**DEPARTMENT:** FOOD SERVICES

**CLASSIFICATION:** COOK - CERTIFIED

**UNION:** MGEU - FACILITY SUPPORT

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## REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** MANAGER, SUPPORT SERVICES

**POSITIONS SUPERVISED:** UNCERTIFIED COOK, DIETARY AIDE

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## POSITION SUMMARY

Under the direction of the Manager, Support Services and Regional Food Services & Menu Development Dietitian, the Food Services Supervisor is responsible for the daily operation of the Food Services department. This includes the supervision of food service staff, the preparation and service of appetizing food in accordance with standardized recipes, menu and diet requirements, the overview of sanitation, safety regulations, food service standards, and cost controls, as well as staff assignments.

The Food Services Supervisor provides a leadership role and uses sound decision making in the day-to-day operations, which includes scheduling, ordering, cost and inventory controls. As a member of the food services team, the Food Services Supervisor actively participates in the regional cooks' meeting and networking opportunities and serves as a liaison with other departments within the region. The position of Food Services Supervisor functions in a manner consistent with, and supports the Mission, Vision and Values of the Interlake-Eastern Regional Health Authority.

Interlake-Eastern RHA is committed to responding to the [Truth and Reconciliation Commission of Canada's Calls to Action](#) and creating working environments free of racism for both clients and employees. All staff members are encouraged to seek and identify patterns of harm towards Indigenous, black and marginalized clients and employees and to take actions to disrupt any form of racism. Collectively and individually, we are growing cultural competency capacity by implementing the region's anti-racism action plan.

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## ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

### **Advocates on Behalf of the IERHA as a Whole**

- Promotes the mission, vision and values of the IERHA.
- Maintains and promotes a harmonious relationship with all staff, customers and clients.
- Supports and promotes the Social Model of Care in the Interlake-Eastern RHA Personal Care facilities.
- Compliance with PHIA and FIPPA legislation to ensure confidentiality is maintained in all matters pertaining to the Interlake-Eastern RHA, clients, family members and staff.
- Adherence to departmental and Interlake-Eastern RHA specific standards, policies and procedures.

### **Maintains a Clean, Sanitary and Organized Work Environment including Equipment**

- Develops cleaning schedule and makes necessary changes as needed.
- Washes dishes/ pots as required.

### **Promotes Safety and Health in the Workplace**

- Monitors and ensures the Safe Food Handling guidelines and food service standards are followed within the department.
- Provides a safe environment by ensuring the adherence to Workplace Safety and Health Regulations and Policies and Infection Control Guidelines.
- Operates equipment according to established Safe Work Procedures.
- Ensures that equipment is in good working order and reports faulty mechanisms to management and/or maintenance department.
- Uses appropriate safety devices and Personal Protective Equipment (PPE).
- Requisitions repairs for the kitchen equipment in conjunction with immediate supervisor.
- Safety and sanitation rules/regulations are adhered to in all aspects of the food service operation. Awareness and practice of personal hygiene is mandatory (e.g. frequent hand washing, hair containment, etc.).
- Maintains standards of sanitation in the kitchen as per the Standards, Sanitation Code and Policy and Procedure Manual.

### **Ensures Effective Communication within the Department and Organization**

- Communicates with department staff, individually and as a group to promote efficient functioning and high morale.
- Plans departmental meetings in conjunction with the Manager, Support Services.
- Attends interdepartmental and pertinent meetings/ in-services as required.
- Acts as a liaison with other departments within the region pertaining to special functions, catering and client care.
- Utilizes supervision for problem solving, clarification of assignment, and to identify training needs.
- Reports concerns to the Support Services Manager.

**Demonstrates Professionalism within the Code of Conduct**

- Visits patients/ residents as requested.
- Demonstrates positivity and flexibility and is receptive to a team approach in problem solving and process improvements.
- Establishes and maintains positive relationships with co-workers, volunteers, patients/residents and their families and all Interlake-Eastern RHA staff by displaying courtesy and tactfulness at all times.

**Adheres to Food Service Standards, Policies, Safe Operating Procedures and Guidelines**

- Exercises judgment in the day to day operation of the department in areas pertaining to food allergy, menu change, staff shortage, product shortage, special functions. Includes communication of change, ensuring correct steps are taken for client safety, upholding the food services standards in accordance with written policies and procedures.
- Keeps over production and food waste to a minimum, and ensures proper rotation, labeling, and storing of food in order to reduce food cost expense.
- Develops and implements production sheets in accordance to menu.
- Prepares all meals, including special diets, according to the menu, for all programs.
- Orders groceries on-line considering cost and quality. Develops and implements ordering template.
- Plans cooking schedule in order that food will be prepared and cooked at specific times without compromising the finished product.
- Plans and prepares meals for special occasions and catering.
- As part of the regional Food Services team implements, reviews and offers input in the seasonal menus and staff cafeteria including specials.
- Responsible for checking the Food Service Kardex to ensure meals are in compliance.
- Adheres to standardized recipes and portion control to maintain consistency and ensure standards are met.

**Actively Participates in Human Resource Management**

- Assists with staff assignments, including relief and short shift delegation, and work routines.
- May be responsible for finding relief staff in the event the Scheduling department is unable to fill a short notice shift.
- Reviews daily staff sheets and available shifts forms; responsible for faxing both to Centralized Scheduling for processing.
- May participate in the interview process.
- Participates in the orientation and training of new employees.
- Participates in annual/ probationary Employee Performance Conversations.

**Actively Participates in the Goal of Improving Service According to Budgetary Guidelines**

- Completes occurrence reports according to instructions within expected identified timelines.
- Completes the following monthly reports; Quality Improvement summaries, catering, patient count (Acute Care only), NFA/OP's (Acute Care only), etc.
- Compiles, reviews, approves and processes weekly invoices. Contacts supplier regarding errors in product quality/pricing and ensures appropriate credit is received.
- Ensures inventory counts are completed correctly. Reviews and corrects errors on the inventory usage sheets.
- Organizes the monthly Quality Improvement schedule and ensures compliance.

- Performs and carries out departmental month end duties for submission to position designated at the site.
  - Participates in Quality Improvement, surveys and committee activities.
  - Utilizes resources appropriately.
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- Pursuant to the Health System Governance and Accountability Act, Interlake-Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

**Other**

- Performs other duties as assigned.
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**QUALIFICATIONS**

**EDUCATION/CERTIFICATION:**

- Minimum Grade 12 education required.
- Valid Food Handlers Certificate required, must be obtained within three (3) months of employment. Re-certification must be current and valid.
- Completion of a recognized Institutional Cooking or Quantity Cooking Food Service Course or equivalent is required.
- Completion of a leadership or supervision certificate based program or equivalent education is required.
- Appropriate combination of education and related experience may be considered.

**REQUIRED KNOWLEDGE:**

- Knowledge in the areas of therapeutic diets and texture modification.
- Computer skills in Microsoft Word, Excel and Outlook.

**EXPERIENCE REQUIRED:**

- Minimum two (2) years cooking in a commercial food services environment, preferably in a health care setting.
- Ability to operate required equipment.

**SKILLS/COMPETENCIES:**

- Ability to follow written and oral instructions.
- Demonstrates ability to work independently.
- Ability to work as an effective member of a multi-disciplinary team and maintain positive working relationships.
- Demonstrates ability to keep resident's/patient's matters confidential and exercise courtesy and cooperation towards residents, patients, families, visitors, coworkers and other staff members.
- Demonstrates care in completing assignments and maintains a high standard of service and cleanliness.
- Demonstrates leadership skills.
- Strong organizational, decision making, analytical, and problem-solving skills.
- Ensures the effective and efficient utilization of resources.

- Demonstrates effective supervisory experience.
- Conflict resolution skills.
- Commitment to continuing self-development and continuous quality improvement.
- Demonstrates flexibility and creativity; anticipating, accepting, and adjusting to change.
- Ability to display independent judgment; work with minimal supervision.
- Demonstrates interpersonal skills through clear communication and positive behavior within the Respectful Workplace Policy.
- Ability to work in a team environment.
- Ability to communicate effectively in oral and written English.
- Ability to perform mental and physical aspects of the position.
- Ability to use time effectively.
- Valid Manitoba driver's license.
- Mental and physical ability to meet the demands of the position.
- Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
- Proficiency of both official languages is essential for target and designated bilingual positions.
- Completes and maintains a satisfactory pre-employment security check.
- Satisfactory employment record.

#### **WORK CONDITIONS**

- The incumbent functions autonomously on a day to day basis and manages duties accordingly.
- May be required to travel throughout the region as duties may require.
- No hazardous or significantly unpleasant conditions.
- Stands and walks most of the time.
- Transports meals/ food to various areas throughout the facility.
- Ability to adapt to last minute changes.
- All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.

#### **WORKPLACE SAFETY AND HEALTH**

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Manitoba Association of Safety in Healthcare (MASH), Workplace Safety and Health Regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.

- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

**PATIENT SAFETY**

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.

Created: \_\_\_\_\_  
Date

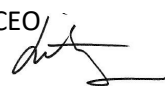
Revised: \_\_\_\_\_  
October 2025  
Date



November 3, 2025

Approved by: \_\_\_\_\_  
Regional Manager/ Supervisor  


\_\_\_\_\_  
Date  
November 27, 2025

Approved by: \_\_\_\_\_  
Vice President/ CEO  


\_\_\_\_\_  
Date  
November 27, 2025

Reviewed by: \_\_\_\_\_  
Vice President, Human Resources

\_\_\_\_\_  
Date

*Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*