

Job Description

Title: Cook

Department: Dietary

Revision Date: August 2009

I. **JOB SUMMARY**

The Cook is responsible for performing a variety of tasks to prepare a limited number of food items for patients, residents and cafeteria meal service, prepare and portion meal items for tray service and assembly. Supervise the work of other staff if absence of management and maintain performance standards which meet local, state and federal requirements.

II. **DUTIES AND RESPONSIBILITIES**

The values of Elmore Medical Center are **Respect, Communication, Teamwork, Quality, Trust and Customer Service**. All staff is responsible for modeling the Elmore Medical Center's values.

1. **Respect**

Exhibits responsibility and accountability for actions and the actions of others in assigned areas by:

- Being open and accessible to resolve problems
- Effectively collaborate with all departments
- Demonstrating initiative and accepts responsibility
- Demonstrating proactive problem solving
- Promoting and acknowledging team effort
- Demonstrating courteous behaviors including smiling (when appropriate), giving appropriate eye contact, answering questions, providing assistance, listening and verbal acknowledgement
- Recognizing the value and importance of other's opinions, time, contributions and skills
- Honoring diversity, being supportive and accepting of differences

2. **Communication**

Maintain professional relationships and convey relevant information to others by:

- Being a communicator, negotiator and facilitator
- Representing the actions of others in a positive manner
- Using "I" or "we" statements instead of "you"
- Not allowing or participating in negative statements about others/projects or doesn't undermine positive communication (no pot stirrers)
- Following the chain of command
- Using the effective communication skills of attentive listening, eye contact, feedback and appropriate non-verbal behavior
- Providing accurate and timely information through appropriate channels
- Taking responsibility to stay informed by attending meetings, reading memos and asking questions
- Communicating with coworkers and other departments to maintain smooth workflow and minimize disruptions

3. **Team work**

Effectively navigates with a pleasant demeanor within the organization through collaboration and teamwork by:

- Demonstrating an interdisciplinary focus as part of the facility wide EMC team
- Becoming a positive leader within the department
- Praising others
- Being accountable while recognizing and respecting others' role

- Being motivating and inspiring
- Working well with others through support, assistance and cooperation
- If there is an issue take action to make corrections and/or let someone know
- Completing assignments on time, accurately and to the best of your ability

4. Quality

Exhibits expertise in performance improvement/operational efficiency incorporating alignment with the mission, vision and values by:

- Being result oriented and quality data driven
- Being professional and open minded
- Listening with accountability to improvement
- Promoting a safe environment
- Striving to exceed operational benchmark standards and standards of excellence
- Participating interdisciplinary improvement team efforts

5. Trust

Integrity as evidenced by:

- Exhibiting credibility and self discipline
- Being fair, equitable and consistent
- Completing projects with timely follow up
- Demonstrates veracity by being open enough to seek the truth
- Honest in interactions
- Assures and maintains confidentiality by holding information in trust

6. Customer Service – Internal and External

Committed to service, patient care centered and value focused by:

- Listening and acknowledging what internal and external customers are saying
---- Building loyalty by demonstrating and expecting compassion for external and internal customers
- Expressing a sense of priority for customer service
- Embracing problems/concerns by communicating how and when action will be taken
- Following up timely and appropriate when working with customers
- Only accepting “excellent” customer service
- Showing pride while sharing goals and accomplishments of the facility with the community and coworkers

A. Essential Job Functions

1. Accurately prepare meals for tray service to residents and patients by following a menu, selection, and Rolodex.
2. Supervise the work of other staff members in the absence of the Dietary manager.
3. Work with all staff in a team oriented approach, to maintain a safe and healthy working environment.
4. Record temperatures timely and accurately of all equipment in the department, lock and unlock equipment when needed.
5. Accurately record food temperatures of hot foods. Serve meals by following portion sizes, and appropriate diets.
6. Clean up from tray service and food preparation. Check produce and meat for ordering. (AM cook only)
7. Help manage resources by using extra time effectively and preparing meals adequately to insure minimal waste.
8. Correctly complete daily tasks according to a Time and Activity Schedule.
9. Meet or exceed customer needs in a caring, friendly, pleasant and respectful manner.
10. Maintain levels of quality that meet or exceed customer expectations through process improvement and a team-oriented approach.
11. Maintain compliance with all local, state, and federal requirements.
12. Check deliveries in and put away on delivery days.
13. Assist co-workers whenever needed
14. Assist staff with putting dishes away when needed
15. Other duties as assigned by cook or manager.
16. Willing to work other shifts as assigned.

B. Professional Communication

1. Maintain confidentiality in matters relating to patient/family.
2. Interact with patients/families with a variety of developmental and socio-cultural backgrounds.
3. Provide information to patients and families to reduce anxiety and convey an attitude of acceptance, sensitivity, and caring.
4. Maintain professional relationships and convey relevant information to other members of the health care team within facility and any applicable referral agencies.
5. Initiate communication with peers about nutritional priorities for care.
6. Relay information appropriately over telephone, pagers, and other communication devices.

C. Teamwork

1. Accept assignments based on patient census, acuity, needs, and the qualifications and competencies of self and of other staff members.
2. Work closely with other staff to ensure that departmental goals and objectives are met.
3. Report accurately and timely to those who require information
4. Initiate problem solving and conflict resolution skills to foster effective work relationships with peers.

D. Professional Development

1. Attend staff meetings, in-services, and continuing education.
2. Assist in the development of indicators, thresholds, study methods, and data collection as assigned.
3. Respond to problems/opportunities to improve care/customer service.
4. Support involvement in the hospital's Performance Improvement initiative.
5. Participate in and maintain competencies required for the position and specific unit/area(s) of assignment.

III. JOB REQUIREMENTS (Education, License and Employment Experience must be verified and documented prior to hire)

- A. Education: Successful completion of UNICODE Food Safety and Sanitation Exam within 6 months of hire.
- B. Prior Work Experience: Experience in preparing meals for 25 people or more. Knowledge of healthcare food preparation.
- C. Ability and willingness to demonstrate and maintain competency as required for job title and the unit/area(s) of assignment.
- D. Excellent communication skills to include (check only those that truly apply to performance of the job):

<input checked="" type="checkbox"/>	Oral comprehension (understanding spoken word)
<input checked="" type="checkbox"/>	Oral expression (being able to speak)
<input checked="" type="checkbox"/>	Written comprehension (understanding written word)
<input checked="" type="checkbox"/>	Written expression (being able to write)
- E. Ability and willingness to exhibit behaviors consistent with high standards for performance improvement and Elmore Medical Center's organizational values.
- F. Ability and willingness to exhibit behaviors consistent with principles for service excellence.

IV. WORKING ENVIRONMENT

Risk of exposure to (check those that apply and list "other")

<input type="checkbox"/>	Blood & bodily fluids	<input checked="" type="checkbox"/>	Latex	<input checked="" type="checkbox"/>	Odors, chemicals
<input type="checkbox"/>	Disease	<input type="checkbox"/>	Hazardous drugs	<input type="checkbox"/>	Other: _____
<input type="checkbox"/>	TB (to require mask)	<input checked="" type="checkbox"/>	Mechanical/Electrical	<input type="checkbox"/>	Other: _____
<input type="checkbox"/>	Other: _____	<input checked="" type="checkbox"/>	Other: Extreme Temperatures	<input type="checkbox"/>	Other: _____
<input type="checkbox"/>	Other: _____	<input type="checkbox"/>	Other: _____	<input type="checkbox"/>	Other: _____

V. PHYSICAL REQUIREMENTS

Insert appropriate number (0, 1, 2, 3) in box next to ability using the following scale:

0 = never 1 = occasionally 2 = frequently 3 = continuously

- | | | | | | | | | | | | | | |
|--------------------------|----------|--------------------------|-----------|--------------------------|----------|--------------------------|-----------------------------|--------------------------|--|--------------------------|------------------|--------------------------|----------|
| <input type="checkbox"/> | Sitting | <input type="checkbox"/> | Standing | <input type="checkbox"/> | Walking | <input type="checkbox"/> | Running | <input type="checkbox"/> | Driving | <input type="checkbox"/> | Bending/stooping | <input type="checkbox"/> | Climbing |
| <input type="checkbox"/> | Kneeling | <input type="checkbox"/> | Squatting | <input type="checkbox"/> | Crawling | <input type="checkbox"/> | Twisting/turning from waist | <input type="checkbox"/> | Right/left foot movement (use of pedals) | | | | |

- 2 Pushing/pulling objects on rollers/wheels 0 Pushing/pulling objects without rollers/wheels
- 2 Moving objects vertically 30 lbs. 2 Moving objects horizontally 30 lbs.
- 3 Handling (holding, grasping, working with hands) 2 Fingering (pinching, picking, working with fingers)
- 3 Feeling (size, shape, temperature, texture by finger receptors) 0 Endurance (requiring cardiovascular fitness)
- 1 Vision –far acuity (corrected at 20 ft. or more) 1 Vision –near acuity (corrected vision at 20 inches or less)
- 1 Depth perception (judge 3 dimensions, distance & space) 1 Field of vision (see up, down, left, right while eyes fixed)
- 2 Color vision (identify and distinguish color) 2 Sense of smell 2 Sense of taste
- 1 Hear in quiet surroundings 1 Hear over the phone 1 Talk in quiet surroundings 2 Talk in noisy surroundings
- 1 Talk over the phone