

<b>REPORTS TO:</b>	Manager, Nutrition Services
<b>REVISED:</b>	09/2021
	See current organizational chart for oversight/administrative support information

**PRIMARY FUNCTION:**

Responsible for providing quality food to patients and guests in a timely manner and advancing exceptional care. Evaluates the needs of the cafeteria and/or dish room and responds accordingly, following safety and sanitation guidelines as needed in accordance with the philosophy, goals and objectives of Clarinda Regional Health Center.

**QUALIFICATIONS:**

**Education and/or Experience**

- Must be at least 16years of age
- Basic knowledge of patient diet requirements preferred
- Experience in customer service preferred
- Sanitation and modified diet training required (must be completed within first 90 days of employment)

**Certificates, Licensure, Registrations**

- For job-specific certifications refer to the [Education Certification Requirements by Job Category: Non-Clinical Staff](#)

	<b>Essential Job Duties and Responsibilities</b>
1.	<p>Contributes to a smooth, non-stop customer service operation providing high quality food, beverage, and services to ensure the need of the customers are met.</p> <ul style="list-style-type: none"> <li>• Interacts with customer in a manner that is friendly, supportive, courteous, respectful, cooperative and professional.</li> <li>• Communicates the required food so that it is purchased and prepared.</li> <li>• Works different positions including tray delivery, stocking, meal preparation, serving, dishwashing, and running the cash register.</li> <li>• Consults with clerk and department manager on a daily basis about the needs in regard to any unfamiliar dietary orders or restrictions.</li> <li>• Assists with proper assembly of hospital trays in a timely and efficient manner.</li> <li>• Cross trains and covers different shifts.</li> </ul>

	<b>Essential Job Duties and Responsibilities</b>
	Demonstrates effective time management and appropriately uses the time clock
2.	<p>Follows general sanitation practices for patient care and cafeteria.</p> <ul style="list-style-type: none"> <li>• Assists in maintaining the dietary department in a safe and sanitary manner.</li> <li>• Maintains and stocks the cafeteria, dining room, patient nourishment room, lobby, surgery, physician lounge, etc.</li> <li>• Covers, labels, and dates food items, leftovers for storage.</li> <li>• Ensures cold food is at appropriate temperatures when serving or holding foods.</li> <li>• Uses proper hand washing techniques.</li> <li>• Documents cleaning assignments when completed.</li> </ul> <p>Keeps foodservice areas neat, safe and clean.</p>
3.	<p>Ensures an adequate supply of dishes, utensils are available for patients and guests.</p> <ul style="list-style-type: none"> <li>• Delivers and retrieves trays to service areas.</li> <li>• Demonstrates proper serving techniques to ensure customer satisfaction.</li> </ul> <p>Uses dish placement in a way to make tray attractive and effective for patients and guests.</p>
4.	<p>Presents self in a professional manner and enhances professional growth and development through participation in education programs, current literature, in-service meetings and workshops.</p> <ul style="list-style-type: none"> <li>• Seeks opportunities for continued growth and performance improvement.</li> <li>• Always maintains a professional appearance and manner. Is clean, neat, and dressed appropriately for work. Clothing is free of rips and stains.</li> <li>• Dependable and completes work in a timely manner.</li> </ul> <p>Demonstrates an understanding and emphasis on quantity, quality and knowledge of duties and tasks.</p>
5.	<p>Participates in CRHC'S Quality program, committees, performance and quality improvement initiatives, and activities which support the facility and department operations.</p> <ul style="list-style-type: none"> <li>• Demonstrates a commitment to the practices of Quality Improvement (QI).</li> <li>• Regularly attends Department huddles.</li> </ul>
6.	Completes tasks as outlined on Department Huddle Board.

	<b>Essential Job Duties and Responsibilities</b>
7.	Performs other duties as assigned.

**ESSENTIAL Work Environment & Physical Requirements:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

<b>Physical Activity</b>	<b>Not Applicable</b>	<b>Occasionally (0-35% of day)</b>	<b>Frequent (36-66% of day)</b>	<b>Continuous (67-100% of day)</b>
Sitting		X		
Standing			X	
Walking			X	
Climbing	X			
Driving		X		
Lifting (floor to waist level)		40 lbs.	30 lbs.	10 lbs.
Lifting (waist level and above)		40 lbs.	30 lbs.	10 lbs.
Lifting (shoulder level and above)		40 lbs.		
Carrying objects			X	
Push/pull		50 lbs.		10 lbs.
Twisting		X		
Bending		X		
Reaching forward			X	
Reaching overhead		X		
Squat/kneel/crawl		X		
Wrist position deviation			X	
Pinching/fine motor activities				X
Keyboard use/repetitive motion				X

<b>Sensory Requirements</b>	<b>Not Applicable</b>	<b>Accurate 20/40</b>	<b>Very Accurate 20/20</b>
Near Vision		X	
Far Vision		X	
Color Discrimination			X
Depth Perception		X	
Hearing		X	

<b>Environment Requirements</b>		<b>Not Anticipated</b>		<b>Reasonably Anticipated</b>	
<i>Occupational Exposure Risk Potential</i>					
Bloodborne Pathogens		X			
Chemical				X	
Airborne Communicable Disease				X	
Extreme Temperatures		X			
Radiation		X			
Uneven Surfaces or Elevations		X			
Extreme Noise Levels		X			
Dust/Particulate Matter				X	
Other (List)					

  

<b>Shift Requirements</b>	<b>8 hrs/day</b>	<b>10 hrs/day</b>	<b>12 hrs/day</b>	<b>Other (varied)</b>
Usual workday hours	X			
Regular, punctual attendance for assigned shifts	X			
Available to work overtime	X			

**ESSENTIAL FUNCTION FORM**

In compliance with the Americans with Disabilities Act, we are requesting that you read the job description and answer the following question. If you would like assistance with this process, please ask Human Resources.

**Can you perform the essential functions of the position with or without reasonable accommodations?**

**YES**

**NO**

Name (please print): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_