

REPORTS TO:	Manager, Nutrition Services
REVISED:	09/2021, 08/2025
	See current organizational chart for oversight/administrative support information

PRIMARY FUNCTION:

Responsible for **Advancing Exceptional Care** by prioritizing Safety and Quality in every aspect of patient care. This role is committed to fulfilling essential duties that enhance patient outcomes, operational efficiency, and overall healthcare standards, ensuring all actions align with the philosophy, goals, and objectives of **Clarinda Regional Health Center (CRHC)**. By maintaining the highest level of care, this position supports CRHC's dedication to fostering a safe, compassionate, and high-quality healthcare environment for our patients and community.

QUALIFICATIONS:

Education and/or Experience

- Must be at least 16 years 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

WORK SCHEDULE & SHIFT REQUIREMENTS:

The facility operates 24/7; however, work schedules may vary based on departmental needs to ensure the highest standard of patient care and operational efficiency. Flexibility will be expected.

- Weekend and Holiday rotation as needed.
- Eligible for shift differentials where applicable
- Position is classified as non-exempt and eligible for overtime in accordance with labor laws.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS:

This position involves a combination of physical activities necessary to perform essential job functions effectively. The employee should be able to:

- **Sit, stand, and walk** for varying lengths of time throughout the workday.
- **Lift, push, pull, or carry** light to moderate loads, with assistance available for heavier items.
- **Use fine motor skills**, including grasping, reaching, and handling equipment or materials as needed.
- **Perform routine movements**, such as typing, writing, or handling supplies.

- **Bend, stoop, kneel, or crouch** occasionally for job-related tasks.
- **See and hear** well enough to read documents, operate equipment, and communicate effectively.
- **Work in a dynamic environment**, adapting to occasional changes in pace or setting.

Reasonable accommodations will be considered to support individuals in performing essential job functions.

ESSENTIAL JOB DUTIES & RESPONSIBILITIES

At CRHC, our core values—**Compassion, Advancing, Relationships, and Exceptional**—are at the heart of everything we do. These values drive our commitment to **Advancing Exceptional Care**, ensuring that we provide the highest quality care to our patients while supporting and empowering our team members. We believe in creating a compassionate environment where relationships are nurtured, collaboration is encouraged, and excellence is expected.

As a member of our team, you will embody these values in your daily work by:

- **Compassion:** Demonstrating empathy and kindness in every interaction, recognizing the unique needs of our patients and colleagues.
- **Advancing:** Embracing innovation, continuous learning, and striving for improvement in all aspects of patient care and team collaboration.
- **Relationships:** Building trust through open communication and teamwork, fostering a supportive atmosphere that prioritizes respect and understanding.
- **Exceptional:** Holding yourself to the highest standards, delivering superior care, and contributing to a culture of excellence that impacts both patients and colleagues.

Contributes to a smooth, non-stop customer service operation providing high quality food, beverage, and services to ensure the needs of the customers are met.

- Interacts with customers in a manner that is friendly, supportive, courteous, respectful, cooperative and professional.
- Communicates the required food so that it is purchased and prepared.
- Works different positions including tray delivery, stocking, meal preparation, serving, dishwashing, and running the cash register.
- Consults with clerk and department manager daily about the needs in regard to any unfamiliar dietary orders or restrictions.
- Assists with proper assembly of hospital trays in a timely and efficient manner.
- Cross trains and covers different shifts.
- Demonstrates effective time management and appropriately uses the time clock

Follows general sanitation practices for patient care and cafeteria.

- Assists in maintaining the dietary department in a safe and sanitary manner.

- Maintains and stocks the cafeteria, dining room, patient nourishment room, lobby, surgery, physician lounge, etc.
- Covers, labels, and dates food items, leftovers for storage.
- Ensures cold food is at appropriate temperatures when serving or holding foods.
- Uses proper hand washing techniques.
- Documents cleaning assignments when completed.
- Keeps foodservice areas neat, safe and clean.

Ensures an adequate supply of dishes, utensils are available for patients and guests.

- Delivers and retrieves trays to service areas.
- Demonstrates proper serving techniques to ensure customer satisfaction.
- Uses dish placement in a way to make tray attractive and effective for patients and guests.

Presents self in a professional manner and enhances professional growth and development through participation in education programs, current literature, in-service meetings and workshops.

- Seeks opportunities for continued growth and performance improvement.
- Always maintains a professional appearance and manner. Is clean, neat, and dressed appropriately for work. Clothing is free of rips and stains.
- Dependable and completes work in a timely manner.
- Demonstrates an understanding and emphasis on quantity, quality and knowledge of duties and tasks.

Quality Program Participation

- Actively participates in CRHC's Quality Program, committees, performance improvement initiatives, and operational support activities.
- Demonstrates a commitment to Quality Improvement (QI) practices.
- Regularly attends Department huddles.
- Completes tasks as outlined on the Department Huddle Board.

Other Responsibilities

- Performs additional duties as assigned to support the strategic initiatives of CRHC.

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: _____