



Food Service Manager, Mockingbird Hill Treatment Facility

Business Unit: Residential Treatment and Recovery **Location:** Anderson, IN

Reporting To: General Manager, Mockingbird Hill **FLSA Classification:** Full Time, Exempt

EEO Category: Manager

PRO:

Date Created: 06/03/2020

Date Modified:

Position Summary

This position serves as the highest-level employee/management personnel directly responsible for the food service operations of the Mockingbird Hill Treatment Facility, which serves up to 88 residents, 40 employees, and periodic visitors. This position handles administrative and, when necessary, staff roles relating to food preparation, staffing, inventory, maintaining operational standards, and more. The Food Service Manager also plans menus with the assistance of any dietician resources (if provided) and kitchen staff. The Food Service Manager is responsible for the efficient and effective sourcing and use of equipment, food and supplies in order to allow for the effective preparation and delivery of meals at Mockingbird Hill. The Food Service Manager will operate the Food Service operation in a manner that provides and delivers quality, healthy, timely, cost-efficient and sufficient meals to residents, staff, and visitors. The Food Service Manager will ensure that all food safety standards are met.

Essential Responsibilities

Operational Management and Execution

- Develop annual budgets for food service operations and work with the General Manager to evaluate compliance therewith.
- Report to the General Manager all issues concerning Food Service operations.
- Source equipment, when needed, following Aspire's capital requisition policies and procedures
- Source supplies through effective vendor interaction in a manner that is cost-efficient and environmentally responsible, and consistent with Aspire's supplies purchasing policies and procedures
- Source food in a manner that maximizes the practical use of food banks and group purchasing opportunities, consistent with Aspire's supplies purchasing policies and procedures
- Make scheduled trips to Food banks and other local food suppliers that are unable to deliver

- Procure through online ordering or physical shopping additional food items for menu plan.
- Establish and ensure compliance with preventative maintenance programs for all Food Service equipment
- Handle resident, staff and visitor complaints related to the quality or delivery of the meals
- Ensure compliance with all food safety standards, including those prescribed by the Indiana Department of Health and those promulgated by Title 410, 7-24 of the Indiana Administrative Code, Retail Food Establishment Sanitation Requirements.
- Hire, train, and supervise all food service staff
- Scheduling of all food services personnel for full, three meals per day, service
- Utilize, where practical, residents who are assigned to the Food Service Detail
- Develop a diverse menu using donated and paid-for food, being mindful of cost, quality, nutrition, health and quantity.
- Supervise and implement food and beverage service for all special/non-recurring in-house functions
- Maintain cleanliness of kitchen and dining room, including washing food preparation areas, pots, pans, and dishes.
- Plan and prepare one of the meals, including salad bar; Maintain cleanliness of kitchen and dining room, including washing pots, pans, and dishes for that particular meal.
- Maintain records of receipts for Food Service costs and expenses.

Coordination and Communication

- Represent Aspire and Progress House at the client and visitor-facing level by promoting the positive reputation of the treatment and recovery programs
- Build and maintain strong working relationships with Aspire colleagues, as well as external contacts
- Serve and/or chair various staff and board committees, as assigned
- Interface with and support other of Aspire's other residential Food Service operations

Reporting and Documentation

- Address the requirements of the Indiana and, if relevant, Madison County reporting and documentation requirements related to the Mockingbird Hill Food Service
- Timely completion and maintenance of case and agency paperwork according to Aspire standards and as required by external agencies, as well as internal unit and organizational reports and documentation, including maintenance requests
- Timely completion of all required unit and/or organizational reports and/or documentation according to policies and procedures (e.g. PTO requests, expense sheets, training requests, etc.)

Professional Development

- Complete and maintain compliance with required trainings and education required for the position
- Participate in continuing education opportunities to enhance professional and job-related skills

- Attend community education events/seminars to continue developing expertise in the field and improve important professional relationships
- Participate in appropriate team and/or administrative meetings, assigned committees, in services, and other continuing education/training
- Proactively create and execute a professional development plan to stay current within field
- Participate in preparation and monitoring of an annual budget and development of the Annual Plan for Services, as applicable

Core Values

- **People** – Passionately believes in people and embraces diversity
- **Integrity** – Does the right thing even when no one is looking
- **Laughter** – Believes that laughter is truly the best medicine
- **Learning** – Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** – Sets an intentional culture of personal responsibility; believes everyone carries the load
- **Relationships** – Serves colleagues and consumers with love, empathy and compassion

Position-Specific Competencies

- **Decisive** – Demonstrates confidence, initiative and sense of urgency in making decisions on behalf of team and takes responsibility for those decisions
- **Results-driven** – Thinks strategically and demonstrates an understanding of the big picture in order to plan and achieve desired results toward Aspire’s mission and vision
- **Problem-solver** - A systems approach to critical, creative thinking in solving problems and reaching goals, as well as consensus building and process improvement
- **Effective communicator** – Uses 2-way communication that demonstrates warmth, clarity, and professional consideration for consumer and staff beliefs, values and judgments
- **Motivating** – Fosters an engaged and supportive work environment in which employees are at their best; establishes him/herself as an effective leader and role model to the team

Skills, Knowledge and Abilities

Education & Experience

- High school diploma and at least ten years of relevant work experience in the food service industry including at least five years as a food services supervisor and/or manager.
- Servsafe certificate or its equivalent in food safety
- Relevant training in restaurant and hospitality management or institutional food service management at a community college, technical or vocational school, culinary school, or 4-year college is preferred; this should include the following areas: food preparation, sanitation, security, company policies, personnel management, and recordkeeping
- Food Protection Manager Certification (FPMC) and/or Foodservice Management Professional (FMP) designation a plus

- Experience with coaching and managing staff and developing high-performance teams
- A lived-experience perspective of populations with substance use disorder, the recovery community, and the 12-Step Model is preferred

Other

- Action-oriented, entrepreneurial, adaptable, and innovative approach to business planning
- Passion, idealism, integrity, positive attitude, mission-driven, and self-directed
- Ability to meet or exceed metric standards that have been established for this organizational level or position within Aspire
- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Must be able to work independently as well as collaboratively within a team setting
- Must have excellent supervisory skills, and exceptional soft skills, such as relationship-building, communication, listening, negotiation and diplomacy
- Must have strong interpersonal communication, problem solving, and teambuilding skills
- Must be detail oriented, have excellent organizational skills and be flexible
- Strong written and verbal communication skills; a persuasive communicator, active listener, and constructive thinker with excellent interpersonal and multidisciplinary project skills
- Must have the ability to communicate effectively via phone or in person
- Ability to conceptualize from a systems perspective
- Actively participates in performance management and coaching
- Demonstrates respect for client confidentiality practices
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment (fax machine, copier, scanner, computer, telephone system, etc.)
- Ability to work well under pressure in a fast-paced, time sensitive environment
- Show appreciation for and ability to respond to cultural differences, and adjust communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Must comply with all Aspire policies and procedures, including Aspire Indiana's Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates and/or agents
- Must possess/maintain a valid driver's license, current automobile insurance and a driving record that meets the guidelines and requirements of the organization
- Must have reliable transportation to oversee programming and/or attend trainings and/or meetings
- Display a positive work ethic

Physical Demands & Working Conditions

The nature of work (physical, mental and visual demands) is consistent with a high activity, kitchen environment. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Physical requirements of the job include:
 - Standing for long periods of time
 - Repeating the same movements, including lifting of moderately-weighted items
 - Walking for long periods of time
 - Using hands to handle, control, or feel objects, tools, or controls
 - Bend or twist body
 - Use of sharp utensils
 - Ability to ascend / descend stairs occasionally
- Exposure/use of computers, cell phones, office phones, etc.
- Ability to communicate effectively by phone and in person
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc
- Manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator, and the ability to write and/or type
- Ability to lift supplies, open supply cabinets, climb to reach higher supplies, and occasionally lift and/or move average-weight objects up to 30 lbs
- Frequent exposure to extreme changes in temperature due to needed access to the walk-in cooler and freezer
- Must be able to respond appropriately and effectively in crisis situations by using good judgment and following Aspire protocols

Background Checks

Employment is contingent on background checks as required by Aspire's policies which may include: Drug Test, Criminal History, Driving History Record, Sex Offender Registry Search, State Central Registry Check, Employment Verification, Education Verification, and/or Professional References

Supervisory Responsibilities

This position has supervisory responsibilities.

Work Hazard Category

Category II - Tasks that involve exposure or potential exposure to blood, body fluids or tissues. Normal work routine involves no exposure to blood, body fluids or tissues, but exposure may be required as a condition of employment as in response to CPR/First Aid incident or in the performance of a response to a behavioral emergency. Appropriate protective equipment is to be readily available to every employee engaged in Category II tasks.

Employee Statement of Understanding

I have read and understand the job description for my position. I understand this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I will strive to uphold the mission and vision of the organization. I am required to adhere to the values in all my interactions with customers and fellow employees.

As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

Employee Signature

Date

Printed Name