**Job Description: Support Services Manager**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. **PURPOSE/OBJECTIVE**

To provide standardized role descriptions of responsibilities. This position is to work within an interdisciplinary health care, leadership and management team to oversee the delivery of supports services to [patients/clients/residents].

**2.0 JOB SUMMARY:**

Reporting to the facility General Manager, as a member of the leadership team, the Support Services Manager is accountable for all aspects of the day to day management and delivery of Food, Housekeeping and Laundry services in accordance with established regulations, corporate standards and expectations.

The Support Services Manager provides oversight, supervision, and constructive direction to assigned staff and acts as a professional role model while representing the Support Services departments

**3.0 FUNCTION:**

As a Support Services Manager, you will play a key role in providing safe, quality [patients/clients/resident] person-centered support services while reflecting the shared vision and values of [Organization’s Name] in accordance with [list all applicable legislation/regulations/standards/licensing body] polices and procedures.

**4.0. EDUCATION/MINIMUM REQUIRMENTS:**

**List the qualifications or minimum requirement as required for you organization:**

* Graduation from a recognized program in Nutrition and Food Services Management
* Member in good standing or eligibility for membership in the Canadian Society of Nutrition Management and/or Registered Dietician mandatory
* Food Safe Level 1 mandatory; Level 2 an asset
* A minimum of two years Support Services supervisory experience in a geriatric residential setting including direct experience managing staff.
* Experience managing unionized staff an asset.

**5.0. SKILLS/KNOWLEDGE**

**List the skills and knowledge as required for your organization such as:**

* Current Basic Cardiac Life Support.
* First Aid Certification.
* High standards for customer service, food safety, physical space & environmental cleanliness.
* Ability to operate related kitchen, housekeeping & laundry equipment
* Excellent written and oral English skills
* Solid working knowledge of related office equipment and Windows based software including Word, Excel and Outlook.
* Experience working with seniors in the community health services setting.
* Knowledge and commitment to person-centered care.
* Strong communication, teamwork and concern resolution skill
* Effective organizational, critical thinking, problem-solving and decision-making skills.
* Organizational and time management skills
* Experience in supervising, coaching and mentoring of staff.
* Ability to effectively work independently and within a team
* Knowledge of acts of legislation that govern practice
	+ Personal Health Information Protection Act
	+ Protection for Persons in Care Act
	+ Workplace Hazardous Material Information System (WHMIS)
	+ Principles of routine practices (Universal Precautions)

**6.0 PHYSICAL REQUIREMENTS**

* Ability to meet the physical requirements including:
	+ Lifting up to maximum 25 lbs
	+ Carrying/transporting objects up to maximum 25 lbs
	+ Bending, crouching, kneeling, reaching, stretching
	+ Pushing and pulling up to maximum 50 lbs
	+ Standing and sitting for prolonged period of time
	+ Frequent walking covering long distances

**7.0. DUTIES AND RESPONSIBILITIES:**

**List the duties and responsibilities required for your organization in this role such as:**

Include but not limited to;

* Participates in the development of company and site-specific policies, procedures and safe work practices required in the provision of Food Services, housekeeping and laundry services.
* Participates in the management of assigned budgets.
* Participates in the development of operational plans and goals for support services department consistent with the facility / organization’s mission and strategic plan.
* Gathers and tracks performance indicators and other surveys accurately; analyze and report to the leadership team as required.
* Develops action plans in consultation with General Manager, Company Hospitality Support Services Manager and other corporate resources.
* Performs and /or delegates ordering, receiving and related procurement tasks ensuring compliant application of procedures and policies.
* Establishes and maintains inventory supply levels utilizing methods that minimize spoilage, loss and waste.
* Hires, disciplines, recommends and / or participates in the termination of staff according to established HR policies and procedures.
* Coordinates Support Services orientation for new employees utilizing established programs and checklists
* Coordinates Food Services, Housekeeping and Laundry related in-services and annual educational opportunities for staff.
* Evaluates staff work performance & recommends strategies for improvements as necessary.
* Plans and delivers seasonal menus that are compliant with all related regulations, fit the residents’ nutritional and therapeutic needs, and meets the facility and resident’s expectations.
* Develops and / or adjusts standardized recipes to ensure consistent high-quality production outcomes including quality, nutritional & texture requirements, quantity, portion sizes, and resident satisfaction.
* Plans, directs and supervises the preparation and service of high-quality food utilizing standardized operating procedures, industry standards, and related internal and external policies.
* Coordinates regular department meetings and participates in facility-based meetings such as site leadership, OH & S, and others as required.
* Works with other facility departments in the planning & delivery of special events / meals and programs as required.
* Plans, directs and implements contingency plans in response to emergencies and / or challenges to or interruptions in services.
* Understands and participates in quality improvement.
* Participates in patient/ resident safety at community level.
* Complete other duties as assigned.

**8.0. SAFETY RESPONSIBILITES**:

**List the safety responsibilities required for your organization in this role such as:**

* Comply with [Organization’s Name] Health and Safety policies and procedures, safe work practices as well as requirements under the Alberta Occupational Health and Safety Legislation.
* Mentor team members and employees to fulfill Occupational Health and Safety standard and values.
* Communicate all health and safety information including but not limited to policies, procedures, standards, hazard control and safe work practices.
* Provide adequate training and competent supervision so that all team members can work safely.
* Consult with all employees including [Health and Safety Committee members and Health and Safety Representatives] [Choose what is applicable in your organization] on suggested implementations and proposed changes.
* Ensure that health and safety concerns are addressed in a timely manner.
* Identify, assess and control hazards.
* Immediately report all injuries, near misses or potential hazards to direct supervisor or alternate as appropriate.
* Treat reported injuries or illness promptly and document incidences as outlined in policy.
* Maintain and promote a safe working environment at all times.
* Monitor compliance with health and safety policies, procedures, and standards.
* Take reasonable care to work safely and carry out duties as to not cause accidental injury to themselves, fellow employees or the general public.
* Awareness of role and participating in any emergency response and/or drills. Know and understand organizational response plan, assisting in all safety demonstrations and fire drills.
* Ensure to use all personal safety equipment (PPE) as appropriate and is being used properly.
* Meets infection prevention and control requirements by developing and adhering to infection control guidelines and practices and procedures and additional precautions when required.
* Handle and dispose of hazardous materials according to WHMIS and organizational policies and guidelines.
* Seek, offer and accept assistance when required.
* Use equipment and supplies according to established standards and procedures

**9.0** **OCCUPATIONAL JOB HAZARDS**

**List the occupational job hazards (ensure that high hazards are included) for this role, such as:**

* Physical exertion such as manual work, standing for long periods and equipment operation may result in repetitive, static, or awkward postures that increases exposure to strains and sprains.
* Working with [patients/residents/clients], requires close and frequent contact which may result in exposure to bacteria, fungi, viruses, bodily fluid and/or noxious agents increasing risk of acquiring illness and/or infection.
* Working with kitchen and cooking appliances such as the stove, oven, grill and microwave, which could result in increased risk for burns.
* Exposure to chemicals and airborne particles, which could result in skin reactions or respiratory illness.
* Exposure to electrical equipment, cords and outlets increase risk of exposure to burns and electrical shock.
* Floor contamination such as spillages of water and/or chemicals can result in slips.
* Obstructions in the walkways including debris, cords, and bins can result in trips.
* Working in the community with [patients/residents/clients] may result in exposure to workplace violence.

**10.0. INTERNAL TRAINING REQUIRED:**

**The following training will be required and provided to any potential employee as part of orientation and on-going training.**

[List any additional training that your organization would be providing as a requirement for the position] Examples could include the following:

* General Orientation
* WHIMIS
* [Organization’s Name] Management orientation program; including # of supervised shifts
* Site Specific training
* Organizational Leadership program