



## Director of Dietary Services JOB DESCRIPTION

Position Title:	Director of Food Hospitality and Nutrition	Exemption Status:	Exempt
Job Classification:		Job Code:	
Department:	Food Hospitality and Nutrition		
Reports to:	Director, Marketing and Hospitality		
Last Update:	November 14, 2012		

### Job Summary

The Director of Food Hospitality and Nutrition is responsible for sustaining the highest quality food service and nutritional care for customers consisting of patients, guests, and the RGH family. The primary goal is to consistently plate a fantastic dining experience for the people served. He/she will lead by example and be the embodiment of the hospital's mission, vision and values. He/she will administer, plan and direct all activities of food hospitality and nutrition. They will maintain patient, guest, and customer service relations with an acute focus balancing culinary integrity, hospitality, retail and financial results, while safeguarding each customer experiences the highest level of personalized service.

### Essential Functions

- Promote the mission, vision, and values of the organization and exemplify them through food hospitality
- Greet all patients, families and hospital visitors with a positive, cheerful attitude
- Supervise food production, ensure standardized recipes and production sheets, check food for flavor, temperature and appearance on a regular basis
- Ensure food preparation for optimal nutrition (including attention to various age groups of patients) and economic handling of food, as well as efficient usage of time
- Determine quality and quantity of food required, plan and prepare master menus, supervise the planning of menus for therapeutic diets and control food costs
- Facilitate personalized dietary assessments are conducted for each patient to ensure appropriate daily menu preparations for each patient
- Plan menus, purchase food and assign duties for special functions, such as medical staff meetings, board meetings, recognition dinners and other related Hospital functions
- Develop Food Hospitality and Nutrition team members through appropriate training, coaching and mentoring to ensure strong operational performance and the highest level of personalized customer service
- Develop standards of performance, determine areas of responsibility, assign responsibility and accountability and delegate authority to the various managerial, supervisory and professional members of the staff
- Enhance professional growth and development through participation in regular staff meetings, educational programs, trainings, current literature, in-service meetings and workshops; shows responsibility for own professional practice and ongoing education
- Confer with other departments, such as the medical staff and nursing, regarding the technical and administrative aspects of dietetic service
- Evaluate personnel on a regular basis according to prescribed guidelines; terminate personnel according to standard procedure, as required

- Maintain monthly inventory controls
- Prepare departmental budget on an annual basis, maintain monthly reports to include number and kinds of regular and therapeutic diets prepared, nutritional and caloric analysis of meals, costs of raw food and labor, computations of daily ration cost and inventory of equipment and supplies.
- Make frequent inspection of all work, storage and servicing areas to determine that regulations and directions governing dietetic activities are followed
- Develop and prepare policies and procedures governing handling and storage of supplies, equipment, sanitation and record-keeping and compiling of reports
- Review department performance and institutes changes in techniques or procedures to improve services, simplify work flow, assure compliance with regulatory requirements and promotes more efficient operation of the Food Hospitality and Nutrition Department

### **Non-Essential Functions**

- Perform other duties as assigned

### **Professional Requirements**

- Adhere to dress code, appearance is neat and clean.
- Complete annual education requirements.
- Maintain patient confidentiality at all times.
- Report to work on time and as scheduled.
- Wear identification while on duty.
- Maintain regulatory requirements, including all state, federal and local regulations.
- Represent the organization in a positive and professional manner at all times.
- Comply with all organizational policies and standards regarding ethical business practices.
- Communicate the mission, vision and values of the organization.
- Participate in performance improvement and continuous quality improvement activities.
- Facilitate regular staff meetings and in-services
- Attend RGH Leadership meetings, participate in committees as requested

### **Qualifications**

- Registered Dietician (RD) or Licensed Dietician (LD) preferred, or Certified Dietary Manager (CDM) preferred
- Must have a minimum of three years' experience in managing food services or hospitality, healthcare setting preferred
- Basic computer proficiency, and working knowledge of Microsoft Office
- Ability to utilize technology for procurement, budgets and scheduling
- Bachelor's degree preferred

### **Knowledge, Skills, and Abilities**

- Extensive knowledge of food hospitality and nutritional services
- Strong organizational and interpersonal skills
- Well-developed written and verbal communication skills necessary
- Ability to determine appropriate course of action in more complex situations
- Ability to work independently, exercise creativity, be attentive to detail, and maintain a positive attitude
- Ability to manage multiple and simultaneous responsibilities and to prioritize scheduling of work
- Ability to maintain confidentiality of all medical, financial, and legal information
- Ability to complete work assignments accurately and in a timely manner
- Ability to communicate effectively, both orally and in writing
- Ability to handle difficult situations involving patients, physicians, or others in a professional manner

### **Physical Requirements and Environmental Conditions**

- Working irregular hours including call hours
- Physically demanding, high-stress environment
- Exposure to blood and body fluids, communicable diseases, chemicals, radiation, and repetitive motions
- Pushing and pulling heavy objects
- Full range of body motion including handling and lifting patients
- Position requires light to moderate work with 50 pounds maximum weight to lift and carry.
- Position requires reaching, bending, stooping, and handling objects with hands and/or fingers, talking and/or hearing, and seeing.

**General Sign-off**

The employee is expected to adhere to all agency policies and to act as a role model in adherence to agency policies.

*The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities.*

I have read, understood and had the opportunity to ask questions regarding this position description.

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**Employee's Signature**

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**Date**