

UW HEALTH JOB DESCRIPTION

LEAD FOOD PRODUCTION COOK

Job Code: 430026	FLSA Status: Non-Exempt	Mgt. Approval: M. Waltz	Date: February 2023
Department: Culinary - Culinary Services	HR Approval: S. Whitlock	Date: February 2023	

JOB SUMMARY

The Lead Food Production Cook in Culinary Services is a leadership role responsible for providing food and nutrition for patients, visitors and staff members. The Lead applies policies and standards of food service and nutrition in accordance with Wisconsin health code and SERVSafe guidelines. This position requires the ability to organize daily tasks to complete job duties during constantly changing conditions. This position will work closely with Culinary Services Management.

MAJOR RESPONSIBILITIES

- Provide excellent, timely and safe food for all patients, families, staff and visitors.
 - Ensure recipes are followed and correct ingredients are used in Production Tasks.
 - Ensure that meals are prepared accurately according to individual menu tickets.
 - Understand, recognize and distinguish a variety of regular and medically supervised diets.
 - Assist in ordering food products for menus and items in recipes and prep.
 - Assess quality, condition and types of ingredients used in food production.
 - Determine acceptable substitutions for under production and/or delivery shortages.
 - Complete and assist in yield studies.
 - Assist in developing recipes and menus.
 - Maintain standards for food storage, rotation, quality, and appearance.
 - Provide staff training and coaching on food safety, preventing foodborne illness, proper equipment use, sanitation, infection control and patient safety.
 - Ensure that the kitchen runs smoothly daily and that it is adequately stocked with all necessary goods.
 - Responsible for returning substandard food and notifying supervisor of product issues and any substitutions.
 - Ensure proper portions and safe and efficient assembly of meals.
 - Communicate with cross functional team members.

- Follow all UW Health guidelines and policies regarding food safety and sanitation as applicable to work area.
 - Apply universal precautions in food handling, food stock maintenance, sanitation processes, and ensure rotation principles of first in, first out (FIFO) are followed and critical control points maintained for food safety.
 - Ensure all logs are completed and products are dated correctly.
 - Oversee the completion of documentation and auditing for HACCP guidelines, including temperature monitoring.
 - Participate in and oversee the training of new staff.
 - Actively participate in continuous quality improvement efforts to improve employee well-being and workflow efficiencies
 - Actively coach and mentor staff to teach correct procedures and patient safety protocols.
 - Act as department super-user for computer systems that support operations.

- Act as an effective Leader for the Culinary Services Department and the Organization.
 - Lead by example in all tasks and duties setting the pace and standards.
 - Delegate tasks and objectives to employees of the Culinary Services Department.
 - Lead meetings, in-services, and forums as needed.
 - Train and orient employees to the policies and correct procedures of the department and duties for each position.
 - Coordinate and manage employees' schedules, fill vacant shifts to meet staffing needs.
 - Check the work of staff before products are served for accuracy and freshness.
 - Help in establishing maintenance and cleaning schedule for equipment, storage, and work areas.
 - Create prep lists and daily assignment lists for staff.
 - Ability to oversee the operation and problem solve in the absence of a supervisor.
 - Assist and train dietetics students during their food systems rotation.

- Perform Other Duties as assigned by Supervisor.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	High School Diploma or equivalent.
	Preferred	Associates Degree in Culinary, Hospitality, or Nutrition.
Work Experience	Minimum	Three (3) years food service, hospitality, or customer service experience.
	Preferred	Six (6) months leadership experience.
Licenses & Certifications	Minimum	SERV Safe Certification required within three (3) months of obtaining position.

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Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Excellent customer service skills - courteous, positive, and sensitive to customer and patient needs. • Customer and patient focused. Must have the mindset that the customer or patient always comes first. • Willing to go the extra mile to help guests, customers, and other staff. • Must be able to work in a constantly changing environment and rapidly adapt to organizational and departmental change. • Willingness to work other positions when needed by the operation. • Ability to problem solve, make decisions, and work independently. • Communicates effectively by sending, receiving and responding to information ensuring high level of customer satisfaction. • Excellent verbal and written communication skills including understanding of English language. • Ability to work in a team and foster an environment of helping others. • Ability to perform simple to complex math calculations. • Willing to be a role model for other staff on customer service practices and proper procedures. • Able to effectively work in all areas in the department, each with varying job duties. • Able to delegate and communicate assertively without being rude or discourteous with staff. • Flexibility – willing to work in different areas in the department other than what is scheduled based on operational need.

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
X Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#

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	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.