

# Cook – Subsidiary 4

## APS Benchmark Listings

Sub.No.	Bench- mark	Department	Working Title Job Title	Know-How				Creativity/ Problem Solving		Responsibility		Total Points
				Prof./ Cont.	Comp. Div.	H.R. Skills	Points	%	Points	Profile	Points	
<b>Cook 3 (Point Range 192 - 227)</b>												
004	<a href="#">044CK52</a>	Environment & Parks	Food Services Supervisor	C+	I	2	132	29	38	R1	43	213
004	<a href="#">044CK19</a>	Human Services	Dietary Supervisor	C+	I	2	132	25	33	R1	38	203
<b>Cook 2 (Point Range 161 - 191)</b>												
004	<a href="#">043CK51</a>	Environment & Parks	Shift Cook	C+	I	1	115	22	25	R1	29	169
<b>Cook 1 (Point Range 114 - 160)</b>												
004	<a href="#">042CK07</a>	Human Services	Cook	C+	I-	1	100	19	19	R1	22	141

Last Review / Update: 2016-03-11

# Subsidiary 4

## Benchmark Evaluation - 044CK52

### Identification Section

<b>Working Title:</b>	Food Services Supervisor
<b>Department:</b>	Environment and Parks
<b>Division, Branch/Unit:</b>	Forest Protection Division, Hinton Training Centre, Kitchen
<b>Reports To:</b>	Manager, Hinton Training Centre; Senior Manager
<b>Levels to D.M.:</b>	5
<b>Job Description:</b>	044CK52
<b>Minimum Recruitment Standard:</b>	See the <a href="#">Minimum Recruitment Standards</a> for Cook
<b>Job Code:</b>	044CK - Cook 3

### Comments on Role

Position directs a large cafeteria style food service preparation and serving operation. It oversees the operation of the main cafeteria, manages off-site food delivery, banquet services and menu planning for several distinct client groups.

### Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C+I2 132	29% 38	R1 43	213

### Comments on Evaluation

- **Knowledge:**  
**Professional/Content Knowledge:**

- Position requires journey level trade certification in Cooking and a minimum of 5 years of food preparation experience including 3 years of supervision. Knowledge of large-scale food preparation methods and processes represents a wider breadth than depth in the specialized area, resulting in a C+ rating.

**Complexity and Diversity:**

- Coordination and planning skills are needed to address the scope of work in food service preparation/operation.

**Human Relations Skill:**

- Behaviour is influencing as the position uses communication skills to supervise one permanent cook and several casual staff.

- **Creativity/Problem Solving:**

Position is primarily responsible for overseeing large-scale food preparation and services.

- **Responsibility:**

Position is focused in service delivery to handle a large-scale cafeteria style operation servicing numerous clientele groups.

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**Last Reviewed:**

Last Review / Update: 2016-03-11

## Subsidiary 4 Benchmark Job Description - 044CK52

### Identification Section

<b>Working Title:</b>	Food Services Supervisor
<b>Department:</b>	Environment and Parks
<b>Division, Branch/Unit:</b>	Forest Protection Division, Hinton Training Centre, Kitchen
<b>Reports To:</b>	Manager, Hinton Training Centre; Senior Manager
<b>Levels to D.M.:</b>	5

### Purpose

**(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)**

The Food Services Supervisor plans and directs a large cafeteria style food service preparation and serving operation. As well as overseeing the operation of the main cafeteria, position manages off-site food delivery, banquet services and menu planning for several distinct client groups.

### Responsibilities and Activities

**(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)**

**1. Oversee the food service operation.**

Plan, organize, direct and control overall activities of a large cafeteria.

Develop procedures for effective and safe food preparation and serving.

Plan menus tailored to special needs where required.

Develop supply purchasing specifications and procedures.  
 Perform menu costing and monitor food cost and quality.  
 Develop staff's cooking skills and improve their presentation of new menu items.  
 Test new products and evaluate client preferences.

## 2. Administration

Identify food service budget requirements by reviewing historical data and forecasting future bookings.  
 Create staff and course schedules, and write the cook and shift report.

## 3. Assist staff with daily and special event food preparation and serving.

## Scope

**(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)**

Position oversees and directs the cafeteria operation attached to the Hinton Training Centre that trains approximately four department and external individuals annually. The operation also performs off-site food delivery and caters banquets. Menu planning for individual and group special needs and staff scheduling are significant responsibilities of this position.

## Contacts

**(Main contacts of this position and the purpose of those contacts.)**

Higher communication skills are required to direct and train a large number of kitchen and servicing staff.

## Knowledge, Skills and Abilities

**(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)**

- Requires a thorough knowledge of large-scale food preparation methods, procedures and equipment. Must be able to perform menu planning for distinct client groups and special events.
- Typically requires journey level certification in Cooking and many years of food preparation experience.

## Organization

### **(Working titles of positions reporting directly to this position.)**

Position has full supervisory responsibility for one permanent Cook and several casually employed Kitchen Helpers.

Last Review / Update: 2016-03-11

# Subsidiary 4

## Benchmark Evaluation - 044CK19

### Identification Section

<b>Working Title:</b>	Dietary Supervisor
<b>Department:</b>	Human Services
<b>Division, Branch/Unit:</b>	Youngstown Home
<b>Reports To:</b>	Home Manager
<b>Levels to D.M.:</b>	5
<b>Job Description:</b>	044CK19
<b>Minimum Recruitment Standard:</b>	See the <a href="#">Minimum Recruitment Standards</a> for Cook
<b>Job Code:</b>	044CK - Cook 3

### Comments on Role

Position assesses dietary requirements, plans menus and oversees food preparation at the Youngstown Home. Position has responsibility to plan, prepare and serve meals for residents in a home and also supervises food preparation staff.

### Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C+I2 132	25% 33	R1 38	203

### Comments on Evaluation

- Knowledge:**  
**Professional/Content Knowledge:**

- Position requires a journey level certification in cooking and considerable experience in food preparation methods and equipment. Additional knowledge in supervisory skills results in the C+ rating.

**Complexity and Diversity:**

- Position independently completes complex tasks. Planning skills are used when developing staff schedules and preparing meals within a specified budget.

**Human Relations Skill:**

- Behaviour is influenced through the position's supervisory duties.

**▪ Creativity/Problem Solving:**

Position's duties are diverse and are primarily operational. There is latitude to operate within guidelines such as the Canada Food Guide where the position plans and organizes its daily work.

**▪ Responsibility:**

Position primarily delivers a cooking service to the residents of the home.

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**Last Reviewed:**

Last Review / Update: 2015-04-13



# Subsidiary 4 Benchmark Job Description - 044CK19

## Identification Section

<b>Working Title:</b>	Dietary Supervisor
<b>Department:</b>	Human Services
<b>Division, Branch/Unit:</b>	Youngstown Home
<b>Reports To:</b>	Home Manager
<b>Levels to D.M.:</b>	5

## Purpose

**(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)**

The Dietary Supervisor assesses dietary requirements, plans menus and oversees food preparation at the Youngstown Home. Position supervises food preparation staff and is responsible for ordering all food and supplies for the dietary department.

## Responsibilities and Activities

**(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)**

**1. Supervise food preparation and service staff.**

Orient all new staff.

Provide ongoing direction and guidance to food service staff.

Supervise dining area during meal times.

Prepare staff schedules and monitor absences.

Formally appraise performance.

Ensure facilities and equipment are adequately cleaned and maintained.

Occasionally supervise clients or students working in the food preparation area.

**2. Plan, prepare and serve meals.**

Plan menus and prepare meals in accordance with government cooking and distribution guidelines and the Canada Food Guide.

Ensure that specific diet requirements are met.

Prepare meals within an established budget.

Ensure an adequate supply of assorted foods is kept on hand.

Rotate stock, ensuring older stock is used first and prior to its expiry date.

**3. Administrative responsibilities.**

Track all expenditures and ensure budget books balance.

Submit new and replacement equipment and fixed asset requirements for the annual budget.

Forward invoices and receipts to the Office Manager.

Participate in choosing food and supply vendors.

Monitor stock inventories.

## Scope

**(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)**

Position has overall responsibility for planning, preparing and serving meals in a home for approximately 22 residents.

Operates within established policies and procedures, and prepares meals in accordance with Canada Food Guidelines.

Requires assisting with the identifying food budget requirements.

## Contacts

**(Main contacts of this position and the purpose of those contacts.)**

Position provides direction and guidance to food preparation and serving staff. Works with home staff to plan, organize and participate in special occasion functions and meals.

## Knowledge, Skills and Abilities

**(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)**

- Requires a thorough knowledge of food preparation methods and equipment. Must have considerable knowledge of nutrition, food storage principles, sanitation and kitchen safety.
- Requires journey level certification in cooking and considerable experience in food preparation, and some supervisory experience.

## Organization

**(Working titles of positions reporting directly to this position.)**

Has full supervisory responsibility for one Cook and three Cleaning Porters.

Last Review / Update: 2015-04-13

# Subsidiary 4

## Benchmark Evaluation - 043CK51

### Identification Section

<b>Working Title:</b>	Shift Cook
<b>Department:</b>	Environment and Parks
<b>Division, Branch/Unit:</b>	Forest Protection Division, Hinton Training Centre, Kitchen
<b>Reports To:</b>	Food Services Supervisor
<b>Levels to D.M.:</b>	6
<b>Job Description:</b>	043CK51
<b>Minimum Recruitment Standard:</b>	See the <a href="#">Minimum Recruitment Standards</a> for Cook
<b>Job Code:</b>	043CK - Cook 2

### Comments on Role

Position assists with the planning, preparation and distribution of meals in a cafeteria environment and provides lead hand guidance to a team of casual kitchen helpers.

### Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C+I1 115	22% 25	R1 29	169

### Comments on Evaluation

- **Knowledge:**  
**Professional/Content Knowledge:**

- Position requires journey level trade certification in cooking as well as considerable food preparation experience. Must also have knowledge in using a variety of large scaled cooking related equipment such as a meat slicer, food processors and mixers. Work methods applied extend beyond straightforward procedures pushing content knowledge to a C+ rating.

**Complexity and Diversity:**

- Position performs a role in organizing the kitchen staff, ordering food and materials and assists in ensuring the kitchen operations run smoothly.

**Human Relations Skill:**

- Position provides direction to a team of causally employed kitchen helpers.

- **Creativity/Problem Solving:**

Judgement is exercised on a daily basis and is based on prior job related experience within somewhat diversified procedures.

- **Responsibility:**

Position's main focus is on the service of food preparation and distribution.

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**Last Reviewed:**

Last Review / Update: 2016-03-11

# Subsidiary 4 Benchmark Job Description - 043CK51

## Identification Section

<b>Working Title:</b>	Shift Cook
<b>Department:</b>	Environment and Parks
<b>Division, Branch/Unit:</b>	Forest Protection Division, Hinton Training Centre, Kitchen
<b>Reports To:</b>	Food Services Supervisor
<b>Levels to D.M.:</b>	6

## Purpose

**(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)**

The Shift Cook assists with the planning, preparation and distribution of meals in a cafeteria environment. Position provides lead hand guidance to a team of Kitchen Helpers who perform much of the food preparation and distribution.

## Responsibilities and Activities

**(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)**

- 1. Supervise kitchen staff.**
  - Provide guidance and direction during food preparation.
  - Ensure prompt service delivery.
  - Enforce health and safety regulations in the kitchen.
  - Schedule and direct cleaning and sanitization.
  - Cost effectively organizes the kitchen staff and utilizes raw materials.

**2. Perform food preparation.**

Prepare the daily menu in accordance with the overall menu developed by the Food Services Manager.  
Prepare nutritious and attractively presented meals and desserts.

**3. Order food and materials.**

Place food orders in accordance with menu requirements.  
Control the on-hand inventory.  
Check received orders against invoices.

**4. Administrative duties.**

Assist with overall menu planning.  
Assist with staff scheduling.  
Update kitchen records.

## Scope

**(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)**

Position assists the Food Services Manager with the planning, preparation and distribution of meals, and provides lead hand guidance to a team of casually employed kitchen helpers. Expected to develop new ways to enrich the menu program and to research new products.

## Contacts

**(Main contacts of this position and the purpose of those contacts.)**

Position provides guidance and direction to a team of casual Kitchen Helpers who perform various activities related to food preparation and distribution.

## Knowledge, Skills and Abilities

**(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)**

- Position must be able to cook in a cafeteria style kitchen and have the ability to use a variety of large scale cooking related equipment such as a meat slicer, food processors and mixers.
- Requires some supervisory skills to guide temporary food preparation positions.
- Typically requires journey level certification in cooking and considerable food preparation experience.

## Organization

**(Working titles of positions reporting directly to this position.)**

Position provides lead-hand guidance and direction to a team of 6 to 8 casually employed Kitchen Helpers.

Last Review / Update: 2016-03-11



# Subsidiary 4

## Benchmark Evaluation - 042CK07

### Identification Section

<b>Working Title:</b>	Cook
<b>Department:</b>	Human Services
<b>Division, Branch/Unit:</b>	Youngstown Home
<b>Reports To:</b>	Dietary Supervisor
<b>Levels to D.M.:</b>	6
<b>Job Description:</b>	042CK07
<b>Minimum Recruitment Standard:</b>	See the <a href="#">Minimum Recruitment Standards</a> for Cook
<b>Job Code:</b>	042CK - Cook 1

### Comments on Role

Position prepares and cooks food items in accordance with the Canada Food Guide in the Youngstown facility under the supervision of the Dietary Supervisor. Position provides direction to the Cleaning Porters, oversees the dining room during meal times and assists the Dietary Supervisor with the stock count of groceries and supplies.

### Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C+I-1 100	19% 19	R1 22	141

### Comments on Evaluation

- **Knowledge:**

**Professional/Content Knowledge:**

- Position typically requires a journey level certification in cooking and a good understanding of food preparation methods and equipment.

**Complexity and Diversity:**

- Position completes tasks under the supervision of the Dietary Supervisor while providing some guidance to two Cleaning Porter positions.

**Human Relations Skill:**

- Communication skills are used primarily for the purpose of exchanging information. The position, however, does interact with residents of the facility and provides direction to some staff members in the daily operation of the dietary service.

- **Creativity/Problem Solving:**

Position's work is based on well-defined procedures and within the set standards of the Canada Food Guide and provincial and federal agencies. Assistance is readily available in situations where past precedents do not exist.

- **Responsibility:**

Position primarily delivers a cooking service to the residents of the facility.

**Last Reviewed:**

Last Review / Update: 2015-04-13

## Subsidiary 4 Benchmark Job Description - 042CK07

### Identification Section

<b>Working Title:</b>	Cook
<b>Department:</b>	Human Services
<b>Division, Branch/Unit:</b>	Youngstown Home
<b>Reports To:</b>	Dietary Supervisor
<b>Levels to D.M.:</b>	6

### Purpose

**(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)**

Position prepares and cooks food items in the Youngstown facility under the supervision of the Dietary Supervisor. Meals are prepared in accordance with the Canada Food Guide and standards set by government agencies for Institutional Food Service Systems. Responsibilities include providing direction to the Cleaning Porters, overseeing the dining room during meal times and assisting the Dietary Supervisor with the stock count of groceries and supplies.

### Responsibilities and Activities

**(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)**

**1. Responsible for the daily operation of the dietary service at the facility.**

Prepare and serve meals in accordance with client's dietary needs, prepared weekly menu plans and the Canada Food Guide.

Assist the supervisor in planning menus.

Assist in planning and preparing meals for special events such as birthdays, special holidays and community celebrations (e.g. 80th Anniversary).

Maintain the kitchen, food storage areas and kitchen equipment in a clean, safe and serviceable condition.

Serve meals in the cafeteria and oversee the dining room during meal times.

Direct the Cleaning Porters in their duties which includes preparation work for cook, cleaning kitchen and dining room (floors, machines, stoves) volume baking and serving food.

Assist with the orientation of new dietary staff.

## 2. **Administrative responsibilities.**

Assist supervisor in complete stock count of groceries and supplies to ensure accountability, control and consumption and costing when required.

In absence of Dietary Supervisor, order in supplies and ensure they are received in good condition.

Perform duties in the areas of budget, spreadsheets and staff scheduling during the absence of the supervisor.

May, on occasion, be required to supervise client involvement in a dietary area work project.

May, on occasion, be required to carry out Cleaning Porter duties.

## Scope

**(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)**

Primary responsibility of the position is to prepare meals under the supervision of the Dietary Supervisor within standards set by provincial and federal agencies and the Canada Food Guide. Position is responsible for the daily operation of the dietary service which requires providing some direction to the Cleaning Porters and new dietary staff.

## Contacts

**(Main contacts of this position and the purpose of those contacts.)**

Position interacts with residents of the facility and provides direction to some staff members in the daily operation of the dietary service. Contact is primarily for the purpose of exchanging information.

## Knowledge, Skills and Abilities

**(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)**

- Requires knowledge of food preparation methods and equipment.
- Must have a good understanding of nutrition, food storage principles, sanitation and kitchen safety.
- Typically requires journey trades level certification in cooking.

## Organization

**(Working titles of positions reporting directly to this position.)**

Position has no formal supervisory responsibilities but provides direction to two Cleaning Porters.

Last Review / Update: 2015-04-13