

GOOD SAMARITAN HOSPITAL ASSOCIATION  
HEART OF AMERICA MEDICAL CENTER

**MISSION STATEMENT**

*To deliver compassionate care by advancing the physical and spiritual well-being of the communities we serve through smart medicine and exceptional service.*

**JOB DESCRIPTION**

**JOB TITLE:** Nutrition Service Assistant      **NAME** \_\_\_\_\_ **Department:** Dietary  
**Responsible to:** \_\_\_\_\_

**QUALIFICATIONS:**

High School or GED is preferred. Previous experience would be helpful. Kindness, tactfulness, consideration, and confidentiality in dealing with residents/patients and co-workers is required.

**JOB SUMMARY:**

Responsible for safe food handling in the preparation and serving of food to our customers and interact positively in a team environment by assisting coworkers with scheduled work demands. Will work with a variety of diets, equipment cleaners and sanitizers. Will perform a variety of cleaning related duties after meals.

**TYPICAL WORKING CONDITIONS:**

Will work in a well-lit area, kitchen will be warm and humid. Will work with other dietary staff and some contact with nursing staff, residents, and family when in the dining area of the nursing home. Will be scheduled for weekend shifts and works some holidays.

**TYPICAL PHYSICAL DEMANDS:**

Requires corrected vision and normal hearing range. Must be able to distinguish letters, numbers, symbols, and colors. Requires full range of body motion, manual and finger dexterity, eye-hand coordination. Requires standing and walking for extensive periods of time. Must be able to lift and carry items weighing 50 pounds, pull or push carts weighing 100-200 pounds, will do frequent bending, stooping, and stretching during work shift. Requires working under stressful conditions and a rapid work flow setting.

**I. Preparation and Serving of Meals**

**STANDARDS:**

1. Transfers supplies from kitchen to floor area assuring all items are available for timely, accurate and efficient meal service.
2. Prepares food and non-food items in advance; wrapped flatware, milks, juices, thickened liquids, supplements, adaptive equipment, and special food items according patient and resident's nutritional plan of care.
3. Monitors food and equipment temperatures to ensure safe food handling.
4. Dishes desserts and salads for general and therapeutic diets according to production sheet numbers. Arranges ingredients in an attractive and appetizing manner. Garnishes salads and desserts for a more appealing look.

5. Serves foods according to portion control following planned cycle menus for therapeutic diets and according to individual patient and resident needs.
6. Must learn diets for serving therapeutic foods and substitutions for the residents and patients. Serves therapeutic and mechanically altered menu items accurately according to resident's needs, including food allergies and food preferences.  
Maintaining communication of any needed changes to the Dietitian.
7. Obtains meal preferences from patients and residents. Assures that residents are offered meal substitutions in absence of food preference or menu options.
8. Assures that food is stored, prepared, distributed, and served under sanitary conditions, and maintained at an appropriate temperatures throughout the process.  
Follows safe time and temperature control of food.
9. Stocks serving areas with needed supplies such as crackers, jellies, condiments, cups, glasses, cereals, supplements, portioning utensils, etc. according to daily need. Checking refrigerators and cabinets for needed supplies.
10. Assists in food preparation and works as an assistant to the Cook as required.
10. Prepares coffee cart items and passes snacks to acute patients when scheduled.  
Checks patient diets for any changes and offers snacks accordingly.
11. Completes calorie counts and patient interviews for new admits when needed.
12. Maintains production sheets for assigned area.
13. Strives for continual quality improvement of the food served through patient interviews.
14. Operate cash register and computer for payroll and menu programs.

## **II. Dishroom, General Cleaning**

### **STANDARDS:**

1. Observes infection control practices at all times.
2. Assists with cleaning, sanitation and correct storage of dishes and utensils. Follows sanitation guidelines, insuring dishes are clean, dry, not worn, not stained or damaged, and that they are stored in a sanitary manner.
3. Assists with various cleaning of cupboards, carts, pantries, storerooms, food containers, any equipment of dietary service.
4. Maintains a clean and sanitary work station.

## **III. Sanitation, Safety and Hygiene:**

### **STANDARDS:**

1. Responsible for proper care and cleanliness of equipment and area. Operates electrical equipment such as microwaves, blenders, steam tables. Wipes spills in refrigerators and sanitizes all equipment, counters, work tables, sinks, and carts used during work shift.
2. Wears proper uniform, shoes, head covering, apron, and gloves when needed. Practices good hand washing and personal hygiene procedures.
3. Follows safe food handling procedures while preparing, cooking, cooling and storing foods.
4. Abides by facility safety standards, practices safety when working with chemicals. Promptly reports any safety hazards to proper authorities, corrects safety risks as identified.

## **IV. ACCOUNTABILITY FOR SAFETY**

### **STANDARDS:**

- Familiarizes self with and adheres to all facility and department safety policies and procedures.

- Completes all required annual safety training.
- Supports and implements safety into all job responsibilities regarding self, other employees, residents/patients and visitors.
- Reports safety violations (or unsafe observances) to supervisor and/or department head immediately.
- Promotes a culture of safety to improve employee safety.

**V.. Self-Improvement**

STANDARDS:

1. Attends 3/4 of IDMs.
2. Completes annual education on Confidentiality, Corporate Compliance, Resident Rights, Back Safety, CPR, General & Fire Safety, Infection Control, Workplace Violence and Customer Service.
3. May be asked to perform other activities by supervisor or management.
4. Shows desire to increase in job competency.
5. Shows dependability in assigned work shift.

**VI. Responsible for safeguarding the privacy and security of protected health information (PHI) in any form including electronic, written or oral.**

STANDARDS:

1. Responsible for safeguarding any PHI seen, used or disclosed during this positions normal job functions as stated in the above job responsibilities abased on HIPAA privacy policies and procedures.
  2. Responsible to conduct any oral discussions of PHI with other staff or with patients and family members in a manner that limits the possibility of inadvertent disclosures.
  3. Responsible for maintaining strict confidentiality with any unintentional access to PHI whether written or oral.
  4. Responsible for reporting suspected violations of the safeguarding of PHI by any GSHA employee or business association.
  5. Responsible to ensure the use or disclosure of PHI that is not routinely available to this position must be coordinated with the HIPAA Privacy Officer or designee.

**VII: Professional attitude, leadership role and team member abilities. Maintains a positive professional role throughout the facility and community.**

STANDARDS

1. Exhibits a positive and professional approach when dealing with the public, and demonstrates solution-oriented involvement with problems of facility, staff and patients/residents.
2. Good communication with subordinates and peers.
3. Willingly gives assistance to fellow workers who need help. Exhibits a willingness to be involved in teams within the department and facility to improve quality.
4. Seeks assistance in problem solving when unable to complete assigned work.

**REVISED:** 05-10-18 KB

**TO BE COMPLETED BY EMPLOYEE:**

"I have read and understand my job description".

Signed \_\_\_\_\_

Dated \_\_\_\_\_

