**TITLE: Waiter / Waitress**

**LAST REVISED: October 1, 2013**

**REPORTS TO: Director of Food Service / Dietary Manager**

**METHOD OF PAY: Hourly**

**PURPOSE OF POSITION:**

The primary purpose of your job position is to provide assistance in all dietary functions as directed/instructed and in accordance with established dietary policies and procedures. As a Dietary Waitress / Waiter, you are delegated the administrative authority, responsibility, and accountability necessary for carrying out your assigned duties.

**EDUCATION / EXPERIENCE:**

1. High School diploma or GED
2. On the job training provided.

**PHYSICAL REQUIREMENTS:** (with or without the aid of mechanical devices)

1. Must be able to move intermittently throughout the work day.
2. Must be able to speak and write the English language in an understandable manner.
3. Must be able to cope with the mental and emotional stress of the position.
4. Must possess sight/hearing senses or use prosthetics that will enable these senses to function adequately so that the requirements of this position can be fully met.
5. Must function independently, have flexibility, personal integrity, and the ability to work effectively with the residents, personnel, and support agencies.
6. Must meet the general health requirements set forth by the policies of this facility which include a medical and physical examination.
7. Must be able to push, pull, move, and/or lift a minimum of 35 pounds to a minimum height of 2 feet and be able to push, pull, move and/or carry such weight a minimum distance of 3 feet.
8. Must be able to relate to and work with ill, disabled, elderly, emotionally upset, and, at times, hostile people within the facility.
9. May be necessary to assist in the evacuation of residents during emergency situations.

**EXPECTATIONS:**

**Every effort has been made to identify the essential functions of this position. However, it in no way states or implies that these are the only duties you will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is an essential function of the position.**

Magnolia Manor, Inc. has embraced the concept of *Servant Leadership* and is committed to its implementation company-wide*.* Servant Leadership is all about building a workplace community that cares about and serves others, a workplace that creates a sense of shared responsibility where all employees feel they are valued and are an integral part of our organization. Employees must be willing to become a part of the “Servant Leadership Team”, dedicated to continuous improvement in developing and demonstrating the servant leadership characteristics:

Patience Showing self-control

Kindness Giving attention, appreciation, and encouragement

Humility Being authentic, not thinking less of yourself, but thinking of yourself less

Respectfulness Treating others as important people

Selflessness Meeting the needs of others

Forgiveness Giving up resentment when wronged

Honesty Being free from deception

Commitment Sticking to your choices

*Activities:*

*Personnel Functions*

1. Develop and maintain a good working rapport with inter-department personnel, as well as with other departments within the facility to assure that food service can be properly maintained to meet the needs of the residents.
2. Create and maintain an atmosphere of warmth, personal interest and positive emphasis, as well a sa calm environment throughout the department.

*Staff Development*

Attend and participate in workshops, seminars, in-service training programs, etc., as directed.

*Dietary Functions*

1. Set up serving line with cold foods, condiments, serving containers, dishes, silver, etc.
2. Work cold or hot food stations for serving trays.
3. Sets up trays quickly and accurately in a neat, attractive arrangement.
4. Places food on trays according to menu and diet requirements.
5. Delivers plates to residents in dining room.
6. Collects soiled trays, returns and scrapes them in dishwasher room.
7. May be assigned to wash dishes.
8. May be assigned to serve cafeteria counter.
9. Serves late or hold trays.
10. May be assigned to serve salads and desserts.
11. Pours up all juices and supplements needed for the day.
12. Pays particular attention to sanitation of food carts.
13. Keeps refrigerators and other work areas clean.
14. Performs all other duties as assigned by Dietary Manager or Assistant Dietary Manager.

*Safety and Sanitation*

1. Follow safety regulations and precautions at all times.
2. Follow established Infection Control and Universal Precautions policies and procedures when performing daily tasks.
3. Ensure that the department is maintained in a clean and safe manner by assuring that necessary equipment and supplies are maintained.
4. Report all hazardous conditions/equipment to your supervisor immediately.
5. Report all accidents/incidents to your supervisor on the shift in which they occur.
6. Assist in maintaining food storage areas in a clean and properly arranged manner at all times.
7. Dispose of food and waste in accordance with established policies.
8. Wear protective clothing and equipment when handling infectious waste and/or blood/body fluids.
9. Report missing/illegible labels or MSDSs to your supervisor.

*Equipment and Supply Functions*

1. Ensure that food and supplies for the next meal are readily available.
2. Assist in inventorying and storing in-coming food, supplies, etc., as necessary.
3. Resident Rights
4. Maintain confidentiality of all pertinent resident care information.
5. Knock before entering a resident's room.
6. Report complaints to the Director of Food Services.

*Working Conditions*

1. Works in well-lighted/ventilated areas. Atmosphere is warm for cooking.
2. Moves intermittently during working hours.
3. Is subject to frequent interruptions.
4. Is involved with residents, personnel, visitors, government agencies/personnel, etc., under all conditions and circumstances.
5. Is subject to hostile and emotionally upset residents, family members, etc.
6. Communicates with the medical staff, nursing staff, and other department supervisors.
7. Works beyond normal duty hours, on weekends, and in other positions temporarily, when necessary.
8. Is subject to call-back during emergency conditions (e.g., severe weather, evacuation, post disaster, etc.).
9. Attends and participates in continuing educational programs.
10. Is subject to injury from falls, burns from equipment, odors, etc., throughout the work day, as well as to reactions from dust, disinfectants, tobacco smoke, and other air contaminants.
11. Is subject to sudden temperature changes when entering refrigerator.
12. May be exposed to heat/cold temperatures in kitchen/storage area.
13. Is subject to exposure to infectious waste, diseases, conditions, etc., including TB and the AIDS and Hepatitis B viruses.
14. May be subject to the handling of and exposure to hazardous chemicals.

*Specific Requirements*

1. Must be able to read, write, speak, and understand the English language.
2. Must possess the ability to make independent decisions when circumstances warrant such action.
3. Must possess the ability to deal tactfully with personnel, residents, family members, visitors, government agencies/personnel and the general public.
4. Must be able to follow oral and written instructions.
5. Must maintain the care and use of supplies, equipment, the appearance of work areas, and perform regular inspections of food service areas for sanitation, order, safety and proper performance of assigned duties.
6. Must have patience, tact, cheerful disposition and enthusiasm as well as be willing to handle residents based on whatever maturity level they are currently functioning.
7. Must possess the ability to seek out new methods and principles and be willing to incorporate them into existing dietary practices.
8. Must not pose a direct threat to the health or safety of other individuals in the workplace.

*Other:*

1. You are expected to follow the policies set forth in the employee handbook.
2. Must be without conviction of any criminal offense that would prohibit employment in a nursing facility or exclusion from participation in any Federal health care programs.

**ACKNOWLEDGMENT**

I have read this job description and fully understand the requirements set forth therein. I hereby accept the position of **Waiter / Waitress** and agree to perform the identified essential functions in a safe manner and in accordance with the facility’s established procedures. I understand that as a result of my employment, I may be exposed to blood, body fluids, infectious disease, air contaminants (including tobacco smoke), and hazardous chemicals and that the facility will provide to me instructions on how to prevent and control such exposures. I further understand that I may also be exposed to the **Hepatitis B Virus** and that the facility will make available to me, free of charge, the hepatitis B vaccination.

I understand that my employment is at-will, and thereby understand that my employment may be terminated at-will either by the facility or myself and that such termination can be made with or without notice.

Signature – Waiter Waitress Date

Signature – Dietary Manager Date

Signature – Administrator Date