

# JOB DESCRIPTION

Reference Job #FP-01

Ministry: Social Services  
Branch: Woodlands  
Location: New Westminster

Working Title:  
Level:  
NOC Code:

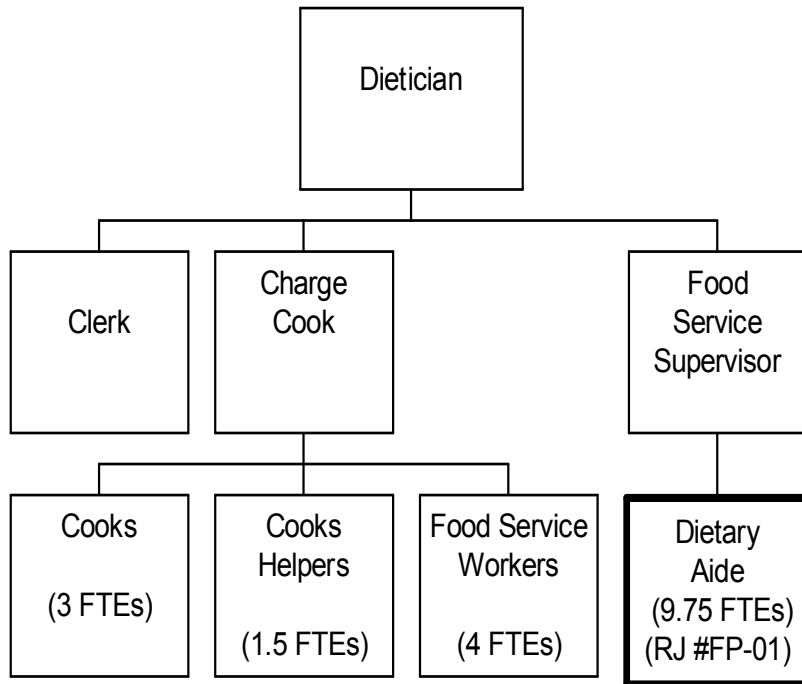
**Dietary Aide**  
Range 7  
6641

## PRIMARY FUNCTION

To provide food preparation, production, service and cleaning in the kitchen of an institution.

## JOB DUTIES AND TASKS

1. Assembles a variety of food items and meals
  - a. pre-portion food for trayline in accordance with portion control guidelines
  - b. places specific portions of food on meal trays according to menus
  - c. replenishes food and supplies on a trayline
  - d. prepares tea, coffee, toast, sandwiches, salad plates and special drinks
  - e. weighs and packages food items
  - f. prepares nogs, shakes, jelled products and other food items for special diets
  - g. prepares fruits and vegetables by washing and cleaning
  - h. sets up nourishment trays for meal wagons
  - i. loads tray line meals onto food wagons
  - j. delivers wagons to fridge storage and dining room areas; ensures proper temperatures are maintained to prevent bacteria growth
  - k. prepares special orders from tally sheets
  - l. operates kitchen equipment such as blenders, scales, gelling machines, can openers, pallet jacks and industrial dishwashers
2. Performs various cleaning functions
  - a. checks temperature of dishwasher for cleaning and sterilization
  - b. washes and dries food wagons and nourishment wagons
  - c. strips and loads dishes, trays, cutlery, and other utensils into dishwasher and stacks clean items in storage area
  - d. removes stains and scrubs dishes as required
  - e. cleans and sterilizes pots, pans, mixing bowls and large utensils
  - f. takes apart dishwashing machine for cleaning purposes
  - g. measures liquids and cleaning solutions
  - h. removes garbage and takes soiled laundry to dirty linen area
  - i. replenishes soap, paper towels and cup dispensers
  - j. cleans counter tops, cupboards, sinks, work tables, equipment and machines
  - k. sweeps and mops floors
  - l. tidies and cleans refrigerators and storage areas
3. Performs other related duties
  - a. delivers food supplies
  - b. stocks food supplies from storage areas
  - c. assists in taking inventory of supplies



## REASON FOR CLASSIFICATION

Reference Job #FP-01

Job Title: Dietary Aide

| FACTOR NO. | REASON FOR CLASSIFICATION  | DEGREE | CLASS. POINTS |
|------------|--|--------|---------------|
| 1          | <p><b>JOB KNOWLEDGE</b><br/>                     Know several food service tasks and how to read to prepare special diets following written instructions and portion food in accordance with portion control guidelines.</p>   | B      | 40            |
| 2          | <p><b>MENTAL DEMANDS</b><br/>                     Judgement to select a known action in completing specific food service tasks to prepare special orders from tally sheets, to assemble and serve drinks, snacks and meals and to ensure proper food handling.</p>   | B      | 40            |
| 3          | <p><b>INTERPERSONAL COMMUNICATIONS SKILL</b><br/>                     Courtesy required to verify food availability from other workers, learn of job changes and answer questions from staff on wards.</p>   | A      | 10            |
| 4          | <p><b>PHYSICAL COORDINATION AND DEXTERITY</b><br/>                     Some coordination and dexterity required to manoeuvre heavy food wagons, measure liquids, food, and cleaning solutions, and to use knives to butter toast or cut bread.</p>   | B      | 10            |
| 5          | <p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b><br/>                     Guided by specific procedures, using written instructions, changes the order of completion to meet immediate requests or demands to perform a variety of food service functions such as assembling and serving food, loading and delivering food wagons, and cleaning kitchen and dining areas.</p> | B      | 30            |
| 6          | <p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b><br/>                     No financial responsibility.</p>   | A      | 5             |
| 7          | <p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b><br/>                     Some responsibility to control portions according to instructions.</p>   | B      | 10            |

## REASON FOR CLASSIFICATION

Reference Job #FP-01

Job Title: Dietary Aide

| FACTOR NO. | REASON FOR CLASSIFICATION   | DEGREE | CLASS. POINTS |
|------------|---|--------|---------------|
| 8          | <b>RESPONSIBILITY FOR HUMAN RESOURCES</b><br>Limited responsibility for human resources to provide informal orientation to new employees.   | A      | 5             |
| 9          | <b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b><br>Significant care and attention to ensure safe food preparation in an institution.  | D      | 25            |
| 10         | <b>SENSORY EFFORT/MULTIPLE DEMANDS</b><br>Close sensory concentration and attention to detail to regularly check work area for cleanliness and check conditions of food supplies. | B      | 6             |
| 11         | <b>PHYSICAL EFFORT</b><br>Relatively heavy physical effort to almost continuously stand and walk.   | D      | 18            |
| 12         | <b>SURROUNDINGS</b><br>Exposure to frequent dish washing machine noise.   | C      | 6             |
| 13         | <b>HAZARDS</b><br>Moderate exposure to hazards from frequently walking on slippery floors and frequently operating kitchen equipment.   | C      | 6             |

**Total Points: 211**

**Level: Range 7**

# JOB DESCRIPTION

Benchmark Job #136

Ministry: BC Mental Health Society  
Branch: Food and Nutrition Services  
Location: Riverview Hospital

Working Title:  
Level:  
NOC Code:

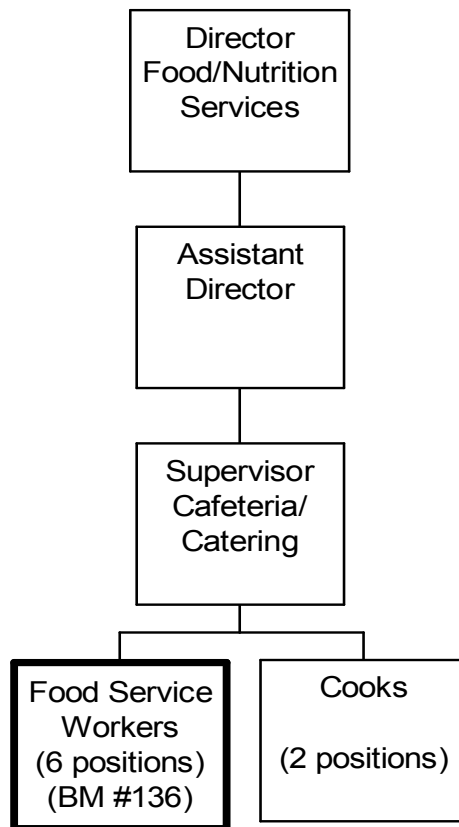
**Food Service Worker**  
Range 7  
6641

## PRIMARY FUNCTION

To provide food preparation, production and cleaning services in the kitchen of an institution.

## JOB DUTIES AND TASKS

1. Assembles a variety of food items and meals according to proper food handling and storage methods
  - a. pre-ports food for trayline in accordance with portion control guidelines
  - b. places specific portions of food on meal trays according to menus
  - c. replenishes food and supplies on a trayline
  - d. prepares tea, coffee, toast, sandwiches, salad plates and special drinks
  - e. weighs and packages food items and measures liquids
  - f. prepares nogs, shakes, jelled products and other food items for diabetics and special diets
  - g. prepares fruits and vegetables by washing, cleaning, peeling, slicing and chopping
  - h. sets up nourishment trays for meal wagons
  - i. loads tray line meals onto food wagons
  - j. delivers wagons to fridge storage and dining room areas and hooks up wagons to electronic chillers/heaters; ensures correct temperatures to prevent bacteria growth
  - k. defrosts food items as required
  - l. checks tally sheets to record information
  - m. operates kitchen equipment such as blenders, scales, gelling machines, can openers, pallet jacks and industrial dishwashers
2. Performs various cleaning functions
  - a. checks temperature of dishwasher for cleaning and sterilization
  - b. washes and dries food wagons and nourishment wagons
  - c. strips and loads dishes, trays and cutlery into dishwasher and stacks clean items in storage area
  - d. removes stains and scrubs dishes as required
  - e. cleans and sterilizes pots, pans, mixing bowls and large utensils
  - f. takes apart dishwashing machine for cleaning purposes
  - g. tidies and cleans refrigerators and storage areas
  - h. removes garbage and takes soiled laundry to dirty linen area
  - i. replenishes soap, paper towels and cup dispensers
  - j. cleans counter tops, cupboards, sinks, work tables, equipment and machines
  - k. sweeps and mops floors
3. Performs other related duties
  - a. delivers food supplies
  - b. stocks and retrieves food supplies from storage area
  - c. assists in taking inventory of supplies
  - d. acts as cashier in cafeteria on a relief basis
  - e. orients new employees



# ORGANIZATION CHART

Benchmark Job #136

| FACTOR NO. | REASON FOR CLASSIFICATION  | DEGREE | CLASS. POINTS |
|------------|--|--------|---------------|
| 1          | <p><b>JOB KNOWLEDGE</b><br/>           Know several work tasks and how to do arithmetic to assemble, load and deliver food to patients, prepare special diet items and operate kitchen equipment and cash register.</p>  | B      | 40            |
| 2          | <p><b>MENTAL DEMANDS</b><br/>           Judgement to select a known action in completing specific tasks to prepare sandwiches, salad plates and special drinks for diabetics, measure liquids and food, operate kitchen equipment and ensure proper food temperatures.</p>   | B      | 40            |
| 3          | <p><b>INTERPERSONAL COMMUNICATION SKILLS</b><br/>           Courtesy required to exchange information related to food service duties with co-workers.</p>  | A      | 10            |
| 4          | <p><b>PHYSICAL COORDINATION AND DEXTERITY</b><br/>           Some coordination and dexterity required to use kitchen utensils to prepare food, to operate institutional kitchen equipment such as dishwashers and to portion amounts by measuring food and liquids.</p>  | B      | 10            |
| 5          | <p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b><br/>           Guided by specific procedures, using oral instructions, changes the order of completion to meet immediate requests or demands in performing several functions to assemble and serve a variety of foods, clean pots, dishes and cutlery, load and deliver food wagons and collect cash in cafeteria.</p> | B      | 30            |
| 6          | <p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b><br/>           Limited financial responsibility to perform backup cashiering duties in a cafeteria without balancing receipts.</p>  | B      | 10            |
| 7          | <p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b><br/>           Some responsibility to handle perishable foods according to proper food handling and storage methods.</p>  | B      | 10            |

ORGANIZATION CHART  
Benchmark Job #136

| FACTOR NO. | REASON FOR CLASSIFICATION  | DEGREE | CLASS. POINTS |
|------------|--|--------|---------------|
| 8          | <b>RESPONSIBILITY FOR HUMAN RESOURCES</b><br>Limited responsibility for human resources to provide informal orientation to the workplace to new employees. | A      | 5             |
| 9          | <b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b><br>Significant care and attention to ensure safe food preparation in an institution.                 | D      | 25            |
| 10         | <b>SENSORY EFFORT/MULTIPLE DEMANDS</b><br>Close sensory concentration to regularly observe and smell to prepare food.                                      | B      | 6             |
| 11         | <b>PHYSICAL EFFORT</b><br>Relatively heavy physical effort to almost always stand to prepare food and wash dishes.   | D      | 18            |
| 12         | <b>SURROUNDINGS</b><br>Exposure to frequent excessive heat from industrial dishwasher.   | C      | 6             |
| 13         | <b>HAZARDS</b><br>Significant exposure to hazards from the possibility of cuts, burns and bruises almost always.   | D      | 9             |

**Total Points: 219**

**Level: Range 7**

# JOB DESCRIPTION

Reference Job #FP-02

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Ministry: BC Mental Health Society  
Branch: Riverview  
Location: Port Coquitlam

Working Title:  
Level:  
NOC Code:

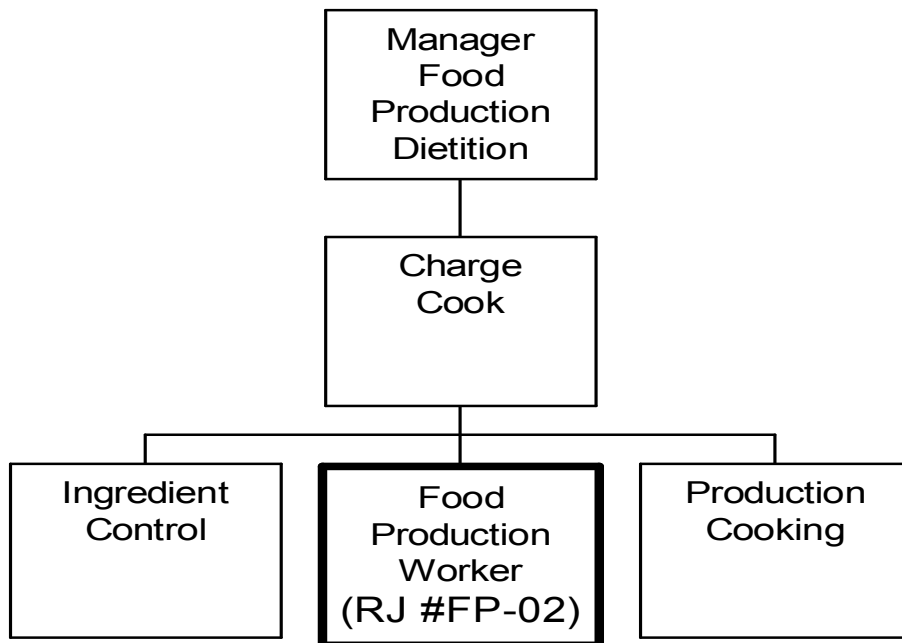
**Food Production Worker**  
Range 9  
6641

## PRIMARY FUNCTION

To coordinate and maintain inventory of chilled food and to assist in the preparation of food items.

## JOB DUTIES AND TASKS

1. Coordinates and maintains inventory of chilled food
  - a. monitors chiller and freezer operation and removes items when proper temperature has been reached
  - b. uses packaging equipment to package food items
  - c. coordinates, issues and delivers cook/chill and non-cook/chill items
  - d. records production levels and informs supervisor of production discrepancies
  - e. controls issue of food items to all service areas
  - f. follows stock control procedures and prepares and processes related paper work
  - g. moves containers and carts and sorts food items according to delivery time
  - h. porters meal cart wagons to Valley View Pavillion
2. Prepares and assists in cooking of meals
  - a. assists in preparation of food items
  - b. uses and operates kitchen tools and equipment to prepare food
  - c. weighs and packages a variety of food items
3. Cleans and sanitizes work area
  - a. cleans and sterilizes pots, pans and utensils
  - b. cleans walls, floors, re-therm units and other surfaces
  - c. measures liquids and cleaning solutions
  - d. strips, racks, and operates dishwasher for dishes and cutlery
  - e. stacks clean dishes and cutlery
4. Performs other related duties
  - a. rotates and replenishes items in vending machines
  - b. responds to special requests for food
  - c. substitutes food items as required



# ORGANIZATION CHART

Reference Job #FP-02

| FACTOR NO. | REASON FOR CLASSIFICATION  | DEGREE | CLASS. POINTS |
|------------|--|--------|---------------|
| 1          | <p><b>JOB KNOWLEDGE</b><br/>           Know a variety of food service functions and how they relate to the kitchen to coordinate, issue and deliver cook/chill and non-cook/chill items, to maintain inventory of cook/chill food items and prepare food such as salads.</p> | C      | 60            |
| 2          | <p><b>MENTAL DEMANDS</b><br/>           Judgement to recognize known differences in a variety of known situations and determine the priority of tasks of delivery of cook/chill and non-cook/chill items.</p>  | C      | 60            |
| 3          | <p><b>INTERPERSONAL COMMUNICATIONS SKILL</b><br/>           Tact required to correct stock and inventory problems and coordinate delivery of food items.</p>   | B      | 20            |
| 4          | <p><b>PHYSICAL COORDINATION AND DEXTERITY</b><br/>           Some coordination and dexterity required to manoeuvre heavy food wagons, measure liquids, food and cleaning solutions, and to operate kitchen equipment.</p>  | B      | 10            |
| 5          | <p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b><br/>           Guided by specific procedures, select course of action to complete assignments using previous instructions to coordinate delivery of cook/chill and non-cook/chill items.</p>                                   | C      | 50            |
| 6          | <p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b><br/>           No financial responsibility.</p>   | A      | 5             |
| 7          | <p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b><br/>           Significant responsibility to determine storage requirements and movement of chilled food to other kitchens.</p>   | D      | 22.5          |

# ORGANIZATION CHART

Reference Job #FP-02

| FACTOR NO. | REASON FOR CLASSIFICATION   | DEGREE | CLASS. POINTS |
|------------|---|--------|---------------|
| 8          | <b>RESPONSIBILITY FOR HUMAN RESOURCES</b><br>Limited responsibility for human resources to provide informal orientation to other workers.               | A      | 5             |
| 9          | <b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b><br>Significant care and attention to ensure safe food production for residents in an institution. | D      | 25            |
| 10         | <b>SENSORY EFFORT/MULTIPLE DEMANDS</b><br>Focused sensory concentration to frequently check condition and age of chilled food.                          | C      | 12            |
| 11         | <b>PHYSICAL EFFORT</b><br>Relatively heavy physical effort to almost continuously stand and walk.   | D      | 18            |
| 12         | <b>SURROUNDINGS</b><br>Exposure to frequent excessive cold from cook/chill and frozen food handling.  | C      | 6             |
| 13         | <b>HAZARDS</b><br>Moderate exposure to hazards from frequently moving moderate weights and occasionally heavy weights.                                  | C      | 6             |

**Total Points: 299.5**

**Level: Range 9**

# JOB DESCRIPTION

Reference Job # FP-03

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Ministry: Health  
Branch: Forensic Psychiatric Institute  
Location: Port Coquitlam

Working Title:  
Level:  
NOC Code:

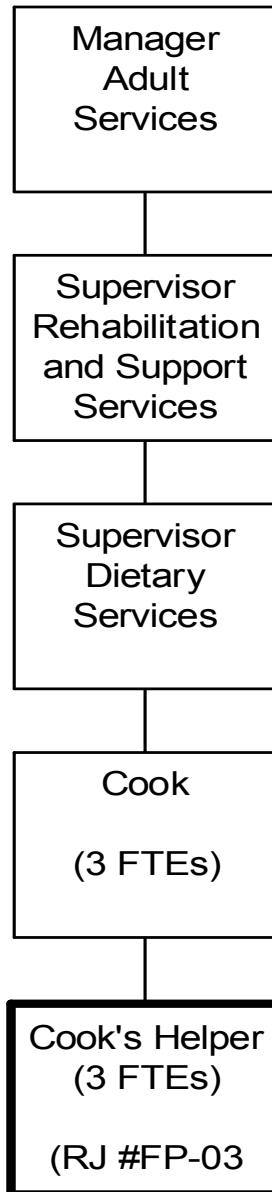
**Cook's Helper**  
Range 9  
6641

## PRIMARY FUNCTION

To assist cooks prepare a variety of meal items according to recipes and instructions and to perform a variety of food service duties.

## JOB DUTIES AND TASKS

1. Assist cooks prepare and cook a variety of meal items
  - a. assists cooks to prepare a variety of menu items by following menus and recipes
  - b. prepares and portions food items and desserts as outlined in the portions control menu
  - c. prepares soups and salads
  - d. prepares sandwiches for staff and for distribution in bag lunches
  - e. assists in cooking food items for special diets and assembles items for special events
  - f. operates dish machine, steam chests, deep fryers, toasters, ovens and other kitchen equipment
  - g. uses slicer, knives and choppers to prepare vegetables
  - h. cleans boilers, grills, fryers, ovens, and other equipment
2. Receives and stores food items
  - a. receives deliveries of store items and supplies and checks for damage, quantity and quality
  - b. stores deliveries in appropriate areas such as meat in the freezer and produce in the refrigerator
  - c. checks temperatures of refrigerators and freezers and reports temperature changes required
  - d. rotates supplies of food and other ingredients
3. Performs other related duties
  - a. ensures that work areas are kept clean and tidy and sweeps and mops floors
  - b. ensures doors are locked for security
  - c. operates cash register, gives and receives change and balances amounts
  - d. prepares cash statements for accounts



# ORGANIZATION CHART

Reference Job # FP-03

| FACTOR NO. | REASON FOR CLASSIFICATION  | DEGREE | CLASS. POINTS |
|------------|--|--------|---------------|
| 1          | <p><b>JOB KNOWLEDGE</b><br/>           Know a variety of job functions and how they relate to food preparation methods to understand menus to assist the cooks with preparation of meals.</p>  | C      | 60            |
| 2          | <p><b>MENTAL DEMANDS</b><br/>           Judgement to recognize known differences and determine the priority of tasks to assist cooks to prepare the meals.</p>   | C      | 60            |
| 3          | <p><b>INTERPERSONAL COMMUNICATIONS SKILL</b><br/>           Tact required to give and take information from drivers about the incorrect delivery of supplies.</p>  | B      | 20            |
| 4          | <p><b>PHYSICAL COORDINATION AND DEXTERITY</b><br/>           Significant coordination and dexterity to use kitchen knives to prepare food.</p>   | D      | 22.5          |
| 5          | <p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b><br/>           Guided by specific procedures, using written instructions, changes the order of completion to meet immediate requests and demands to perform a variety of food preparation functions such as assist Cooks in preparation of meals, prepare soups and salads, deliver and store goods, clean kitchen equipment and receive and balance cash.</p> | B      | 30            |
| 6          | <p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b><br/>           Some financial responsibility to collect cash and balance amounts and verify incoming supplies are in acceptable condition, in amount ordered and as ordered.</p>  | C      | 15            |
| 7          | <p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b><br/>           Moderate responsibility to maximize best use of foods and minimize waste in the preparation of soups and salads.</p>   | C      | 15            |

# ORGANIZATION CHART

Reference Job # FP-03

| FACTOR NO. | REASON FOR CLASSIFICATION   | DEGREE | CLASS. POINTS |
|------------|---|--------|---------------|
| 8          | <b>RESPONSIBILITY FOR HUMAN RESOURCES</b><br>Limited responsibility for human resources to provide informal introduction to the work area for new employees.              | A      | 5             |
| 9          | <b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b><br>Significant care and attention to ensure proper food preparations and safe food for residents in an institution. | D      | 25            |
| 10         | <b>SENSORY EFFORT/MULTIPLE DEMANDS</b><br>Focused attention to detail to frequently check condition of goods.   | C      | 12            |
| 11         | <b>PHYSICAL EFFORT</b><br>Heavy physical effort to regularly lift and carry heavy weight equipment and supplies.  | E      | 24            |
| 12         | <b>SURROUNDINGS</b><br>Exposure to heat frequently from ovens and heat in kitchen.  | C      | 6             |
| 13         | <b>HAZARDS</b><br>Moderate exposure to hazards from regular heavy lifting and carrying of equipment and supplies.   | C      | 6             |

**Total Points:                    300.5**

**Level:                                 Range 9**

# JOB DESCRIPTION

Reference Job #FP-04

Ministry: BC Mental Health Society  
Branch: Riverview  
Location: Port Coquitlam

Working Title:  
Level:  
NOC Code:

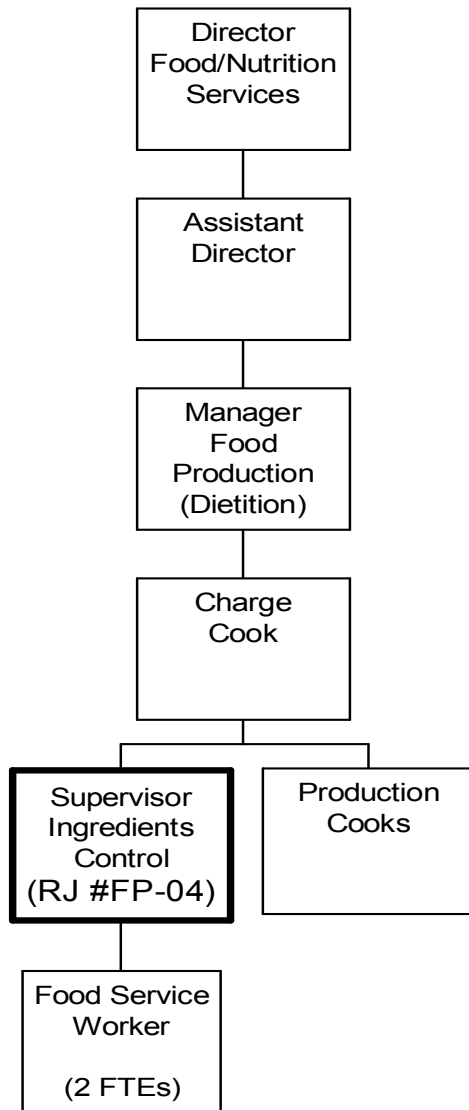
**Supervisor, Ingredients Control**  
Range 9  
6641

## PRIMARY FUNCTION

To supervise the day to day operation of ingredients control, vegetable preparation and patient catering in a large institution.

## JOB DUTIES AND TASKS

1. Supervises day to day operations
  - a. supervises staff in the operation of ingredients control, vegetable preparation and patient catering
  - b. instructs employees in work tasks and use of materials and equipment
  - c. supervises staff (2 FTE's) including completing appraisals, taking disciplinary action and providing training
  - d. ensures compliance with policies and procedures and safety practices
  - e. prepares accident or incident reports
  - f. recommends improvements to work procedures
  - g. coordinates activities and maintains communication between ingredient control area and tray line area, wards, recreational therapy and production office
  - h. coordinates transportation of provisions to all areas
2. Ensures standards of food preparation, sanitation, safety and security are adhered to
  - a. performs quality assurance inspections at prescribed checkpoints
  - b. identifies problems in work areas and takes corrective action
  - c. inspects work areas for proper sanitation
  - d. supervises staff in safe and hygienic assembly of food for socials by weighing ingredients, packaging and issuing
  - e. inspects area for unsafe equipment, requests repairs and follows up
  - f. ensures security of the area
3. Coordinates stock of foods for area
  - a. takes inventory of stock
  - b. requisitions supplies from hospital stores area
  - c. receives food items from stores
  - d. rotates stock in inventory
4. Performs other related duties
  - a. participates on committees as required
  - b. performs duties of staff as required



# ORGANIZATION CHART

Reference Job #FP-04

| FACTOR NO. | REASON FOR CLASSIFICATION   | DEGREE | CLASS. POINTS |
|------------|---|--------|---------------|
| 1          | <p><b>JOB KNOWLEDGE</b><br/>           Know a variety of food service and stock control functions and how they relate to food service to supervise ingredients control, vegetable preparation and patient catering food assembly.</p>   | C      | 60            |
| 2          | <p><b>MENTAL DEMANDS</b><br/>           Judgement to recognize known differences and determine the priority of tasks to determine ingredient requirements, and supervise day to day operations of ingredients control area.</p>   | C      | 60            |
| 3          | <p><b>INTERPERSONAL COMMUNICATIONS SKILL</b><br/>           Persuasion required to use basic counselling skills to appraise and discuss employee performance problems.</p>  | D      | 45            |
| 4          | <p><b>PHYSICAL COORDINATION AND DEXTERITY</b><br/>           Some coordination and dexterity required to manoeuvre heavy carts, to measure spice, vegetables, cheese, coffee, and juices, and to use kitchen tools and equipment.</p>   | B      | 10            |
| 5          | <p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b><br/>           Guided by specific procedures, select a course of action to complete assignments using previous instruction to supervise the ingredients control area, the preparation of vegetables and assembly of food for socials.</p> | C      | 50            |
| 6          | <p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b><br/>           Limited financial responsibility to acknowledge receipt of goods from hospital stores.</p>  | B      | 10            |
| 7          | <p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b><br/>           Moderate responsibility to maintain stock inventory and ensure stock rotation and minimum wastage of food supplies.</p>   | C      | 15            |

# ORGANIZATION CHART

Reference Job #FP-04

| FACTOR NO. | REASON FOR CLASSIFICATION  | DEGREE | CLASS. POINTS |
|------------|--|--------|---------------|
| 8          | <b>RESPONSIBILITY FOR HUMAN RESOURCES</b><br>Responsibility to supervise food service staff, appraise employee performance and take disciplinary action (2 FTEs).  | DE     | 20            |
| 9          | <b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b><br>Significant care and attention to ensure safe food production in an institution and to perform food quality audits.   | D      | 25            |
| 10         | <b>SENSORY EFFORT/MULTIPLE DEMANDS</b><br>Focused sensory concentration and attention to detail to frequently inspect food production operation to ensure standards of food preparation and sanitation are observed. | C      | 12            |
| 11         | <b>PHYSICAL EFFORT</b><br>Relatively heavy physical effort to almost continuously stand and walk while supervising food production operations.   | D      | 18            |
| 12         | <b>SURROUNDINGS</b><br>Exposure to normal shop conditions.   | A      | 2             |
| 13         | <b>HAZARDS</b><br>Minimal exposure to hazards while occasionally walking on slippery floors and occasionally using kitchen equipment.  | A      | 2             |

**Total Points: 329**

**Level: Range 9**