



## POSITION DESCRIPTION

Position Title:	<b>Caterer</b>		
Program Name:	Catering Plus	Position Class:	SVG 3
Reports To:	Program Manager- Property Administration and Social Enterprise	Location (Work Site):	Catering Plus, Catering sites
Effective Date:	Review Date:		

### Position Summary:

Caterers are food service staff whom work in our social enterprise. Catering PLUS is an integral part of CMHA HKPR's consumer initiative, and strives to be the catering service of choice in Peterborough and the surrounding area. We believe in excellence and quality, as well as helping people learn useful skills.

### Key Responsibilities (Activities)

#### 1. Food preparation

- Arrive to work on time, prepared to complete assigned tasks
- Assemble sandwiches, cutting vegetables etc.
- Arrange food trays
- Label trays (Allergy Alert, Addresses)
- Inventory control
- Quality control
- Assemble sandwiches, cutting vegetables, prepare other food items on the menu and/or the kitchen order
- Fill paper products and/or real dishes request
- Follow direction given by Chef and Small Business Assistant regarding work needing to be done and details on how to complete it to agency standard

#### 2. Deliveries and Set-up/Clean-up

- Load van/car, verify address
- Set up catering on customer site
- Deliver orders to customers
- Retrieve catering supplies from customer sites

#### 3. Customer Service



- Greet and work with customers
- Take orders
- Process orders

#### **4. Maintenance & Cleaning**

- Clean up Catering Plus kitchen and site
  - wash dishes, load dishwasher, sweep & mop, light dusting, put things away, and clean counters

#### **1. Documentation**

- Complete and submit time-sheets on time
- Complete forms as required

#### **2. Performance Management and Professional Development (Standard language)**

- Participate cooperatively in the agency performance management process/system
- Stay current on relevant legislation and best practices, current research, policies and procedures
- Participate in ongoing professional development and mandatory training
- Actively engage and participate in supervisory process

#### **3. Health and Safety – Worker Responsibilities**

- Work in compliance with the Occupational Health And Safety Act, applicable regulations and all organizational health and safety requirements and procedures to ensure the health and safety of clients, staff/colleagues, volunteers and students
- Actively participate in workplace, departmental and job-specific health and safety orientation, education and training
- Use or wear any equipment, protective devices or clothing required by the employer
- Operate any equipment and work in a way that does not endanger oneself or any other worker
- Comply with established policies, procedure and work practices regarding health and safety
- Identify and report workplace and job hazards, defects and contraventions of the Act to your supervisor or employer
- Report health and safety problems to your supervisor or employer



- Notify your supervisor if clarification of a policy, procedure or safe work practice is needed
- Use initiative to reduce risk and apply discretion to solve problems, within scope of authority
- Work co-operatively with co-worker, supervisor, JHSC members and others

#### **4. Other duties as assigned (standard language?)**

- Attend, participate in team/staff meetings, and all-staff meetings as required
- Participate in agency quality improvement activities, e.g. accreditation projects, committee work, special events, etc.
- Participate in quality improvement activities at the team/program level
- Participate in external committees as required
- Duties may change from time to time

## **Requirements of the Position:**

### **A: Education and Training**

**To be eligible for this position (required education) (e.g specify if any particular program(s) or required or preferred – refer to Education list in toolkit for some examples)**

No minimum requirements

**We recognize that mandatory training before hire is an asset, however, successful completion of the training applicable to this role shall be requirements for continued employment in this position: (only select those relevant to your position)**

- WHMIS
- First Aid/CPR
- Safe Food Handling
- Back Care training

**Assets with regard to this position:**

- ASIST
- Valid driver's license;

### **B: Related and Relevant Experience**



**Mandatory experience**

- Personal experience navigating within the mental health system
- Catering, food services, customer service

**Preferred experience**

- Previous experience working in a fast paced food service setting
- Previous experience driving a large vehicle

**C: Competencies**

<b>Type of Competency</b>	<b>Level of Competency</b>
<b>Clinical</b>	
Analytical Thinking and Decision Making	Foundational
Client Management within the Community –	NA
Client Supports	NA
Commitment to Continuous Learning	Foundational
Crisis Intervention	NA
Documentation	Foundational
Human Development	NA
Mental Health/Concurrent Disorder/Dual Diagnosis	Foundational
Pharmacology	NA
Screening and Assessment	NA
Service Planning	NA
Substance Use/Addictions	NA
<b>Behavioural</b>	
Adaptability and Flexibility	Basic
Collaboration	Foundational
Communication	Foundational
Diversity	Foundational
Ethics	Foundational
Interpersonal	Foundational
Professionalism	Foundational
Teamwork and Multidisciplinary Approach	Foundational
<b>Functional</b>	
Analysis and Problem Solving	Foundational
Knowledge of Community Resources	Foundational
Organization and Planning	Basic
Record and Information Management	Foundational
Technical (Cleaning)	Basic
Technical (Computer Skills)	Foundational
Technical (Cooking/ Food Preparation)	Basic



**D: Other (here are examples)**

- Valid driver’s license
- Automobile in good repair and insurance coverage as required by agency policy
- Satisfactory police records search and vulnerable sector screening
- Satisfactory references

**Working Conditions: (refer to Working Conditions in tool kit for examples)**

- Works in a catering/kitchen settings and in the community
- Works directly with individuals living in poverty who may live with a with serious mental illness and/or dual diagnosis and/or addictions
- Required to work rotating shifts – days, evenings, nights and weekends
- Some evenings may be required, weekend shifts and public and statutory holidays

**Approval/Revised Approval Dates:**

Program Manager \_\_\_\_\_ Date \_\_\_\_\_

Program Director(s) \_\_\_\_\_ Date \_\_\_\_\_

Human Resources Manager \_\_\_\_\_ Date \_\_\_\_\_

I have read and understood the above position description.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date