



Position Description

Position Title:	First Cook		
Program Name:	Catering PLUS (Property Administration and Social Housing)	Position Classification:	5
Reports To:	Program Manager		
Effective Date: July 2017	Review Date:		

Position Summary:

The First Cook works in a team environment to prepare catering orders in accordance with kitchen and catering policies and procedures. The incumbent monitors and assists staff in completing allotted tasks and in coordination and/or in the absence of the Chef, coaches and directs the day-to-day activities of the catering staff, ensuring that orders are processed and delivered accurately and on time.

Key Responsibilities

1. Food Service Planning and Delivery

- Prepare food for customers, and ensure that portion control, temperature, and food presentation guidelines are adhered to
- Support the methods of food preparation and service to ensure consistent quality, cleanliness and that meals/snacks are served on time and with accuracy
- Ensure that timely, appropriate action is taken in response to concerns expressed by customers and staff in the absence of the Chef or Small Business Assistant

Management of Customer Nutritional Requirements

- Follow menu plans to ensure that customer nutritional needs are met
- Coordinate with the Small Business Assistant and other Caterers to ensure that dietary restrictions and food allergies are known and properly communicated in the absence of the Chef

Support to Staff



- In coordination and/or in the absence of the Chef, support the daily activities of Food Services staff, providing coaching and direction
- In coordination and/or in the absence of the Chef, oversee departmental operations including kitchen clean up, menu changes, staffing changes and service calls for malfunctioning equipment in accordance with procedures

Health and Safety

- Ensure that public health regulations pertaining to food preparation, storage and disposal are followed and that there is adherence to agency and I.P.A.C. standards
- Recognize potential health and safety concerns and take action to resolve them in accordance with applicable legal and agency health and safety requirements and in consultation with the Chef
- Promote a safe environment by ensuring that health and safety policies and procedures are adhered to, materials and equipment are used and stored in a safe and proper manner
- Report and document health and safety injuries/ incidents in an accurate, complete and timely manner in the Chef's absence

Cooperation and Teamwork

- Actively participates in catering service activities for special events and marketing functions, as required and in conjunction with the Small Business Assistant

2. Documentation

- Time sheet and expense claims

3. Other Activities

- n/a

4. Performance Management and Professional Development

- 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

5. 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, J.H.S.C. members and others

Health and Safety – Leadership Responsibilities

- Review incident/safety reports for program areas, makes recommendations and follow up as necessary, informing Manager of any pertinent or significant incidents or events
- Review safety reports at team meetings
- Foster a safety culture
- Promote a safe and healthy environment, including physical office space, liaison with other programs in the work site, and property safety
- Ensure staff work in compliance with the Occupational Health and Safety Act



- Work closely with organization's Health and Safety Manager and C.M.H.A. H.K.P.R. safety-related committees as required

6. Client Safety

Adhere to C.M.H.A. H.K.P.R. client safety programs including program policies as well as infection control and prevention procedures. In partnership with clients, family members, and fellow staff, maintain open lines of communication to assist the organization in identifying and achieving quality outcomes for client safety. Report client safety incidents and suggested improvements to manager or delegate.

7. Other Duties as Assigned

- 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

Successful completion of a college Culinary Program or an equivalent combination of related education and work experience in cooking and food preparation.

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:

- Health and Safety Training (including but not limited to the following):
 - G.H.S.
 - I.P.A.C.
 - Workplace Violence
 - A.O.D.A.
- First Aid/C.P.R.



- Safe Food Handling
- Safe Knife Handling

Assets with regard to this position:

- A.S.I.S.T.

B: Related and Relevant Experience

Mandatory experience

- Minimum 2 years of cooking and food preparation work experience is required or a combination of relevant cooking experience and food preparation
- Valid Ontario Driver's license and a comfort level driving a catering van is required

Preferred experience

- Experience navigating the mental health system, either personally or with a family member or friend
- Experience in a culinary leadership role
- Catering and customer service experience
- Work experience at a mental health or other not-for-profit agency
- Experience working with marginalized individuals who may experience barriers to employment

C: Competencies

See Appendix A.

D: Other

- 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:

- Work in catering/ kitchen settings and in the community
- Work 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
- Hours for the First Cook are on an as needed basis and will fluctuate based on Catering bookings and time of year. As required, the incumbent must be available for call in shifts, have the ability to work full days, and work weekends, public and statutory holidays, early mornings or late evenings (depending on bookings)

Approval/Revised Approval Dates:

Program Manager _____ Date _____

Program Director(s) _____ Date _____

I have read and understood the above position description.

Employee Signature

Date