



MANAGER OF DINING EXPERIENCE – Regular Full-time

Menno Place is accepting applications for Manager of Dining Experience. Menno Place is one of BC's largest campuses-of-care providing residential care, assisted living, home support and independent living to 700 residents. Founded in 1953 by the Mennonite Benevolent Society, we have been privileged to serve the physical, emotional, spiritual and relational needs of thousands of residents and their families <http://www.mennoplace.ca>

The Manager of Dining Experience is an integral member of the Menno Place team and is required to have a commitment to the vision, mission and values of Menno Place performing duties following Menno Place policies and procedures and ensuring safety for residents and staff.

In keeping with Menno Place's Mission, Vision and Value statement, the Manager of Dining Services is one of a Team Leader.

ROLE SUMMARY:

Under the direction of the Director of Support Services, the Manager of Dining Experience (**the "Manager"**) is accountable for overseeing the planning, preparation, and service of meals for residents, staff, and visitors. Your primary goal is to ensure the provision of high-quality, nutritious, and enjoyable meals while adhering to health and safety standards. Additionally, you will manage a team of kitchen staff, maintain inventory, and collaborate with other departments to meet the dietary needs and preferences of residents.

The Manager is an integral member of the Menno Place team and is required to have a commitment to the vision, mission and values of Menno Place performing duties following Menno Place policies and procedures and ensuring safety for residents and staff.

This position requires teamwork, communication, and cooperation. It is the expectation that the individual in this position contribute to a positive, safe working environment, take instruction well and cooperate with their supervisor and co-workers. This person manages their time well and participates in continuous quality improvement of services provided.

KEY ACCOUNTABILITIES:

1. Provides direction to staff, coordinates work assignments, establishes work schedules/rotations, evaluates staff performance, and determines related training and orientation requirements.
2. Develops, maintains, and monitors the department's Continuous Quality Improvement Program.
3. Provides reports and information in a format most suitable for effective Leadership decisions.
4. Develops policies, procedures, objectives, and goals for the department in accordance with Menno Place's operational and strategic direction.
5. Monitors expenditures and makes recommendations regarding the annual budget and participates in long range planning. Responsible to ensure department expenditures stay on budget.

6. Plans menus and develops recipes according to the dietary needs of residents; estimates food requirements, initiates supply requisitions and assists in resolving discrepancies with suppliers.
7. Oversees the proper storage and handling of food and related items.
8. Oversees, and is fully responsible to ensure that, the Dietary department adheres to policies, staff perform safe practices and processes and support the vision and mission of Menno Place.
9. Ensures best practices and innovation in dining experience for residents/tenants and dietary/nutrition delivery through networking with external partners and partnerships.
10. Hires, coaches, mentors, and manages the full performance cycle of assigned employees, including discipline, and terminations as required.
11. Oversees the preparation, portioning and/or serving of meals and evaluates meals being served to ensure applicable standards of quality and quantity are maintained. Thrives to exceed the standards of dietary delivery.
12. Responsible for the resident dining environment, including but not limited to, décor, seating, tables, lighting, smells, cleanliness, kitchenettes, etc.
13. Interprets and administers Menno Apartments Employees' Association Agreement and the Menno Home and Hospital FBA/HEABC collective agreements.
14. Participates as an active member at Menno Place Leadership and Departmental team meetings.
15. Responsible to ensure the timely and accurate submission of reports and statistics required by Fraser Health Authority and/or other government agencies.
16. Assembles and oversees catering requests and/or services for social functions and events.
17. Ensures safety practices and procedures are adhered to. Exercises due diligence regarding resident safety and employee safety.
18. Follows-up on maintenance work requisitions and the departmental preventative maintenance program, advising the Director of Support Services as required.
19. Responsible for food safety compliance of all staff.
20. Acts as backup and support for the Manager of Laundry/Housekeeping as well as maintenance as required.
21. Performs other related duties as assigned.

QUALIFICATIONS REQUIRED:

Education, Training and Experience

- Baccalaureate in Food Services Nutrition Management from an accredited university and/or current registration with the College of Dietitians of British Columbia or Canadian Society of Nutrition Management (CSNM)
- Minimum five (5) years' recent, related working experience in a food operations management role in a health facility or an equivalent combination of education, training, and experience.

Skills and Abilities

- Demonstrated experience in food services management, preferably in a healthcare or long-term care setting.
- Demonstrated knowledge of nutrition, dietary requirements, and therapeutic diets.
- Familiarity with food safety and sanitation regulations.
- Strong leadership and team management skills.
- Excellent communication and interpersonal abilities.

- Ability to work collaboratively with other departments and adapt to the needs of a diverse resident population.

HEALTH & SAFETY

- Is aware of their rights and responsibilities under the BC Occupational Health and Safety Act and follows all health and safety policies and procedures.
- Works safely to reduce the risk of injury to self, co-workers, and residents.
- Is alert to and promptly reports all actual or potentially hazardous situations to immediate supervisor.
- Does not operate or use faulty equipment.
- Promptly reports personal injury to supervisor and seeks first aid as needed.
- Participates in fire safety demonstrations and fire drills and knows the facility fire and disaster plan.

ASSEST CRITERIA

- Second language proficiency.
- Experience working in a health care setting.

Required: Criminal Record Check, TB screen and influenza immunization.

If you are interested in this opportunity, please apply online at www.mennoplace.ca/employment-application .
Competitive compensation and benefits.

In the online application, you will be required to:

- Upload a Resume (PDF, Word doc)
- Supply two Employment History references including Contact Information of Company and Immediate Supervisor
- Supply three references with contact information (2 work-related references, 1 character reference)
- Upload Record of Immunization (digital file upload – JPG or PDF)
- Upload Criminal Record Check done in past 12 months (digital file upload – JPG or PDF)

We thank all applicants however only those short-listed candidates will be contacted.

[Click Here to Apply Online](http://www.mennoplace.ca/employment-application)