

BETHESDA HEALTH GROUP, INC
LONG TERM CARE DIVISION
JOB DESCRIPTION/PERFORMANCE APPRAISAL

JOB TITLE: Cook Employee Name: _____
DEPARTMENT: Food Service Hire Date: _____
SUPERVISED BY: Food Service Supervisor Review Date: _____
Food Service Director

JOB CLASSIFICATION: Non-Exempt

All the duties and standards of this position will be performed according to established policies, procedures and guidelines within the department and the organization.

These examples of work are not all encompassing or restrictive, and are expected to vary with changing needs and priorities. The duties for a specific position with this title will be defined and assigned by the immediate department director/manager.

Job Summary:

The responsibility of the Cook is the organization, directing and production of quality food items for residents, guests and employees while ensuring an efficient and sanitary work environment.

JOB QUALIFICATIONS:

- A) **EDUCATION AND TRAINING:**
High School graduate or equivalent
- B) **LICENSING/REGISTRATION/CERTIFICATION:**
ServSafe Certification preferred.
- C) **EXPERIENCE:**
One (1) to two (2) years of production experience in an institutional setting.
- D) **SKILLS AND ABILITIES:**
Good interpersonal skills
Manual dexterity and motor coordination to operate equipment.

An individual without requisites stated above may present a written justification explaining the relevance of his/her background for a specific vacant position. Depending on organizational needs and availability of more qualified applicants, an applicant may have some or all requisites revised or waived at Bethesda Health Group's discretion.

PHYSICAL AND MENTAL EFFORT:

- Long periods of standing.
- Variations in temperature in the kitchen.
- Ability to bend, push, pull and lift objects up to 50 pounds.

ENVIRONMENTAL AND WORKING CONDITIONS:

Long-term care setting. May be exposed to sharps, blood, body fluids, and chemicals.

BLOOD BORNE PATHOGENS CATEGORY: Exposure Risk: High-Offer Hepatitis B vaccination

HEPATITIS A VACCINATION: Required

MACHINES/EQUIPMENT/TOOLS:

- PRIMARY:**
- Ovens
 - Slicer
 - Steamers
 - Griddle
 - Fryer
 - Steam Jacketed Kettle
 - Knives

SECONDARY: All other food service equipment.

HIPAA Requirement: PHI Access

Access to PHI will be limited to only those areas that deal with the resident's nutritional status such as diet regimes, tube feedings, etc or assist in providing a safe and secure environment for the residents (i.e., the resident prone to elopement, etc.)

The purpose of the performance review is for the supervisor and the employee to thoroughly review the employee's past performance and develop goals and objectives for the coming year.

The following performance levels should be used to rate the employee's level of performance with regard to each duty:

A rating of 1 – DOES NOT MEET STANDARDS: The standard is not always met. The level of performance is generally below what is expected, showing need for improvement. A plan of action for improvement must be written.

A rating of 3 – MEETS STANDARDS: The standard is met. The level of performance meets the standard requirements of the position. Assignments are performed in an acceptable manner.

A rating of 5 – EXCEEDS STANDARDS: The standard is met. The level of performance consistently exceeds the standard requirements of the position. Assignments are performed in an exemplary manner.

A rating of 2 or 4 can also be given if in between category performance is assessed.

The Reviewer rates the employee's performance in the rating section. The Reviewer then makes appropriate comments related to the specific job responsibility. Upon completion of the evaluation session, both the employee and supervisor sign the performance review. The employee may have a copy of the completed review. The completed performance review is forwarded to Human Resources. All sections must be completed with appropriate dates and signatures.

PERFORMANCE RESPONSIBILITIES:

The following description of job responsibility and standards is intended to reflect the major responsibilities and duties of the job, but is not intended to describe minor duties and other responsibilities as may be assigned.

RESPONSIBILITIES AND STANDARDS:

All are essential job functions according to ADA guidelines. These are measured by supervisory observation, staff and resident/family feedback, review of documentation, and in-service attendance.

PART I PERFORMANCE LEVEL SCORING – JOB DESCRIPTION

1. Responsible for preparation of meals as directed by the scheduled menu, spread sheet and production sheet. Follows standardized recipes with 100% accuracy. Complies with all food production process guidelines.

Rating _____ Comments: _____

2. Follows proper HACCP guidelines and food handling procedures 100% of the time to ensure that food is held at acceptable temperatures. Portion food using correct size of scoops according to spread sheet on plates along with the assistant cook and keeps the food lines supplied with food during meal service to ensure efficient operation of serving line.

Rating _____ Comments: _____

3. Follows established department procedure to store leftover food according to accepted procedures immediately after each meal.

Rating _____ Comments: _____

4. Follows established department procedure to assist to accurately set up food lines prior to meal service, document temperatures and conducts pre-meal service activities with the food service workers.

Rating _____ Comments: _____

5. Assists in any area of production as the need arises or when directed by the food service supervisor or director. Assists the food service director in menu development, food and supply ordering, equipment maintenance, special functions.

Rating _____ Comments: _____

6. Coordinates production activities to meet resident needs through production meetings.

Rating _____ Comments: _____

7. Responsible for opening or closing of the department following set policies and procedures.

Rating _____ Comments: _____

8. Maintains required departmental records including production sheets, HACCP logs, portions prepared/used/leftover, roast meat charts, and refrigerator/freezer temperature records in accordance with established procedures.

Rating _____ Comments: _____

9. Practices positive customer service skills, including residents at all times. Makes eye contact and smiles with residents and guests.

Rating _____ Comments: _____

10. Communicates with Health Care team members regarding resident meals as needed. Develops and maintains a good working relationship with all facility personnel and guests through tone and volume of voice and courteous and considerate mannerisms.

Rating _____ Comments: _____

11. Follows sanitation and safety guidelines 100% of the time as outlined per established department procedure. These include: Good personal hygiene, observable through correct hand washing, clean and pressed clothing. Proper food handling, service techniques and cleaning and sanitation of equipment used.

Rating _____ Comments: _____

12. Performs other duties as assigned.

Rating _____ Comments: _____

EMPLOYEE ACKNOWLEDGMENT:

I have reviewed and I understand the job duties and expectations outlined in this job description. I agree to perform the work in a manner acceptable to my immediate supervisor and within guidelines defined in the policies and procedures of Bethesda Health Group and Bethesda Long Term Care. I also understand that continued employment will depend on my demonstrated ability to perform the work as expected.

Employee: _____ Date _____

Supervisor: _____ Date _____

JOB DESCRIPTION APPROVAL:

Department Manager: _____ Date _____

Administrator: _____ Date _____

Job Description Review/Revision Date: 3/03, 7/05, 6/06, 12/07, _____, _____, _____,

BEHAVIOR EXPECTATIONS FOR ALL HOURLY EMPLOYEES

Customer Service –Uses tact, courtesy and good judgment in dealing with others. Treats all with consideration, respect and dignity. Respects resident and staff confidentiality. Demonstrates ability to consider diverse needs of others regardless of culture, religion, disability, etc.

Rating _____ Comments: _____

Collaboration/Communication – Demonstrates willingness to work with others (physicians, staff, residents, families, visitors) in accomplishing day-to-day work activities. Listens to ideas of others and effectively communicates own thoughts. Maintains flexibility to adapt to different methods of achieving work-related goals. Open to change.

Rating _____ Comments: _____

Excellence – Demonstrates passion for excellence in day-to-day work activities. Is proactive in working toward quality standards established in the organization and department. Contributes to the achievement of team and department goals. Participates in the Continuous Quality Improvement process as requested.

Rating _____ Comments: _____

Ethics - Maintains ethical standards required by Bethesda’s Code of Conduct. Demonstrates accountability and takes initiative.

Rating _____ Comments: _____

Orientation - Assists with new employee orientation as requested. Creates a receptive environment for new employees, making them welcome and assisting both informally and formally with new employee orientation (such as being a mentor, preceptor, etc. to assist with acclimation to the facility.

Rating _____ Comments: _____

Dress Code – Wears ID badge. Wears clean well-maintained attire as required by job. Always appears well groomed, with make-up, jewelry, nails and hairstyle maintained in moderate style per dress code in the Employee Handbook. Always maintains an appearance that promotes a business image suited to the needs and requirements of department & position.

Rating _____ Comments: _____

Attendance/Timekeeping – Maintains proper attendance (three occurrences of absenteeism in a 90 day period is excessive & two occurrences of absence in conjunction with scheduled time-off is excessive). Demonstrates flexibility in scheduling and

adheres to policies regarding rest and meal periods. Clocks in/out with badge on scheduled days and reports for work at designated start time. (Two occurrences of tardiness in excess of one (1) minute in a pay period is excessive.)

Rating _____ Comments: _____

Safety – Demonstrates safe work habits and knowledge of all related requirements and practices relative to job assignment. Completes Incident Reports according to policy for any work-related illness or injury and seeks necessary first aid and treatment.

Uses required precautions to prevent injuries such as needle sticks, falls, and back injuries. Wears required safety attire specific to the job. Follows all established infection control practices. Follows established safety precautions in the use of supplies and equipment. Completes incident reports according to policy for any work related illness or injury and seek first aid and treatment as necessary. Assists in maintaining a safe, clean and comfortable environment for the resident, including reporting any hazardous conditions or equipment. Knows emergency plans and participates in all emergency preparedness activities (including drills) in a professional and competent manner.

Rating _____ Comments: _____

Resident Rights: Demonstrates awareness of residents' rights. Maintains confidentiality of all resident information. Treats all residents fairly and with kindness, dignity and respect. Respects resident's privacy including providing care in privacy and knocking before entering a resident's room. Is aware of, and practices in a manner to prevent resident abuse. Knows reporting procedure to report suspected abuse or neglect. Knows the definition of resident abuse and practices the methods to help prevent abuse. Makes appropriate persons aware of any resident complaint or grievance.

Rating _____ Comments: _____

Education/Competencies/Employee Health – Has attended the mandatory continuing education courses & competencies as designated by the employees' position and outlined on the Employee Education Record (See Attached Pink Sheet). Reminder: all nursing staff are required to complete a minimum of 12 continuing education hours per evaluation year. Employee has received annual PPD testing, physical assessment and Hepatitis A & B series as required by position. Employee takes responsibility for professional growth.

Rating _____ Comments: _____

SPECIFIC TO POSITIONS WITH PATIENT CONTACT

Appropriateness of Care – Has the knowledge of growth and development and takes age and other diverse needs of patients served into consideration. Possesses the ability to understand and respond effectively to residents' needs.

Rating _____ Comments: _____

REQUIREMENTS FOR ANNUAL INCREASE
Annual PPD & Mandatory Continuing Education Courses Completed

Annual PPD Completed on _____ (Date) Verified By _____ (Supervisor signature)

Inservices Completed on _____ (Date) Verified By _____ (Supervisor signature)

IF AN EMPLOYEE HAS NOT COMPLETED THEIR MANDATORY CONTINUING EDUCATION COURSES AND THEIR ANNUAL PPD, THEIR ANNUAL RAISE WILL BE DELAYED UNTIL THESE ARE COMPLETED.

SCORING SUMMARY

Add the Total of ratings given for each section in the Performance Appraisal.

Performance Level: Total Points Earned/Total number of job duties = Average Score:

Job Description _____ / Number of job duties _____ = _____

Total Points Earned/Total number of Behavioral Expectations = Average Score:

Behavioral Expectations _____ / Number of Behavioral Expectations _____ = _____

Reminder: Comments must be added for each area in which the standard has been exceeded or has not been met.

Overall Score – Job Description average score + Behavioral Expectations average score/2

_____ + _____ /2 = _____

Pay Grade: _____ Quartile: _____

Manager to complete:

Current Pay Rate: \$ _____ % Increase _____ New Pay Rate: \$ _____

Salary Increase Approval _____
(Administrative signature)

Summarize areas for improvement (Any rating of "DOES NOT MEET STANDARD" MUST INCLUDE A PLAN OF ACTION FOR IMPROVEMENT.) Note any disciplinary action given during the last review period.

Summarize goals established and accomplished at or since last review. Note any accomplishments that would indicate performance-exceeding standards.

Identify employee developmental goals for upcoming review period.

GOALS	ACTION PLAN
1.	
2.	
3.	
4.	

Employee's Signature** _____ Date _____

Supervisor's Name (Please print) _____

Supervisor's Signature _____ Date _____

**If the employee wishes to make written comments regarding the performance review, the comments may be submitted to the supervisor and will be attached to this form, becoming a permanent part of the evaluation.