

FOOD SERVICE ADMINISTRATOR

Position Summary

Under the general supervision of the Veterans Home Administrator (Commandant), this position functions as the Director of Nutrition & Dining Services for the Wisconsin Department of Veterans Affairs' (WDVA) Veterans Home at King (VHK). The incumbent directs, implements and manages a complex interdisciplinary nutritional care system for members in long-term care, skilled nursing and the Veterans Home at Union Grove. Responsibilities include assessing the nutritional needs of members; determining available resources to meet those needs; implementing and managing the WDVA nutritional care system; operating a major central food production commissary and distribution system; and developing Nutrition and Dining Services' policies, procedures and operational goals. The position oversees and provides consultation on operations that are governed by federal and state laws, rules and guidelines, Omnibus Budget Reconciliation Act (OBRA) and Veterans Administration (VA) codes, with accountability for employee selection, training, discipline and termination.

Time% Goals and Worker Activities

50% A. Administration of the WDVA Nutrition and Dining Services Program Areas providing planning, oversight and consultation

- A1. Plan, develop and implement a comprehensive nutrition service program which meets regulatory mandates and resident rights and quality of life issues.
- A2. Oversee nutritional assessments by certified dietitians ensuring that comprehensive, accurate, standardized and reproducible assessments are conducted for members functional capacity using the Resident Assessment Instrument (RAI) to include the minimum Data Set (MDS) and the Care Area Assessments (CAA).
- A3. Monitor the development and ensure the implementation of nutritional care plans, monitoring frequency of assessments as well as quarterly assessments.
- A4. Ability to complete comprehensive nutritional assessments and nutritional plans of care as needed in absence of Clinical Dietitians at WVH-King and WVH-Union Grove.
- A5. Manage the operation of a centralized food preparation and distribution system to include purchasing, production, requisitioning, shipping and billing for food prepared and provided to VHK and the Veterans Home at Union Grove.
- A6. Oversee and evaluate Quality Assurance/Performance Improvement (QAPI) studies and surveys.
- A7. Participate on the QAPI committee, monitoring quality indicators related to nutrition services and taking corrective action as needed.
- A8. Provide expertise/consultation to dining services staff, discussing special nutrition needs and provisions of dietetic services for the members as needed.
- A9. Provide nutrition-related training to direct care staff.
- A10. Write, review and approve agency-wide menus to ensure compliance with nutritional standards to include all therapeutic diets and texture modifications.
- A11. Coordinate input for menus from Clinical Dietitians, vendors, members and staff.
- A12. Develop and maintain policies, procedures and operational guidelines to maintain the highest quality service standards, in consultation with interdisciplinary and medical staff.
- A13. Develop standard operating procedures and training programs for equipment operation.

- A14. Advise remote WDVA facilities on methods for food service for optimal efficiency of operations and member satisfaction.
- A15. Work with remote WDVA facilities to ensure quality and safe delivery of dining services.
- A16. Lead monthly Member Food Advisory Committee meetings to obtain member input regarding menu planning and food selection.
- A17. When needed, investigate complaints and make operational changes to address concerns.
- A18. Provide monthly Member Food Advisory Committee meeting notes.
- A19. Develop staffing plans to maintain required staffing levels and meet workforce planning goals.
- A20. Promote teamwork between management, front-line staff, and other work units.
- A21. Direct and monitor the use of CBORD and BluePrint 360 meal management computer program, ensuring accurate use of the system for production and service of meals.

30% B. Planning and Leadership for Nutrition and Dining Services Work Unit

- B1. Plan for a systematic evaluation and update of all areas of Nutrition & Dining Services operation to ensure consistent high-quality, cost-effective products and services.
- B2. Work with the dining services team to research and develop long-range dietary goals/plans for VHK and the Veterans Home at Union Grove.
- B3. Provide consultation and assistance in the development of a homelike dining services model and dining area design for VHK.
- B4. Collaborate with the dining services team to plan, develop and implement central kitchen renovations.
- B5. Work with the Commandant, finance, and dining services team to develop and monitor the annual operating budget for Nutrition & Dining Services.
- B6. Review monthly reporting on expenditures, supplies, and services' costs.
- B7. Review and approve detailed bid specifications for contracts and the purchase of equipment, supplies and services, food and software.
- B8. Work with vendors and manufacturer representatives to evaluate products to enhance menus and remain cost-effective.
- B9. Work with vendors and manufacturers to identify and correct quality concerns.
- B10. Guide Food Service Supervisors in monitoring and evaluating vendor performance to ensure contract and quality compliance.
- B11. Promote and teach member-oriented goals to all Nutrition & Dining Services staff, with an emphasis on member rights in diet, preferences and safety.
- B12. Provide direction and leadership to Food Service Managers, Food Service Supervisors, and Dietitians-Clinical in establishing goals and objectives.
- B13. Participate in meetings, work groups or committees as needed.
- B14. Research, analyze and recommend computer systems and/or software.

20% C. Supervision of Nutrition and Dining Services Staff

- C1. Participate in employee recruitment and selection activities, ensuring process provides equal opportunity for all candidates in compliance with federal and state Civil Rights laws.
- C2. Direct, assign and monitor the work of employees.
- C3. Evaluate employee performance.
- C4. Counsel staff on performance and establish improvement goals as needed.
- C5. Conduct investigations and participate in disciplinary actions, up to and including termination of employment.
- C6. Assess and respond to staff needs related to training/guiding/coaching, motivation, recognition, and career development.
- C7. Hear, investigate and settle employee grievances, in consultation with Human Resources.

Knowledge, Skills and Abilities

- 1. Knowledge of nutritional values of food and requirements of therapeutic diets
- 2. Knowledge of materials, methods and equipment used in nutrition and dining operations
- 3. Knowledge of federal, state and VA regulations for nutrition and dining services in long-term care, assisted living and skilled nursing facilities
- 4. Ability to establish short- and long-range goals for a large nutrition and dining services program
- 5. Knowledge of program management principles and best practices
- 6. Knowledge of safety, sanitation and service procedures used in large-scale food operations
- 7. Skill in the use and care of institutional food service tools and equipment
- 8. Knowledge of budgetary management, cost control, and resource optimization practices
- 9. Knowledge of rules and regulations governing patient rights and confidentiality, including the Health Insurance Portability and Accountability Act (HIPAA)
- 10. Ability to formulate and initiate operational plans for expansion to new facilities
- 11. Ability to develop and implement policies and procedures
- 12. Ability to develop and implement Hazard Analysis Critical Control Point (HACCP) plans
- 13. Ability to organize and supervise the work of employees
- 14. Skill in verbal, written and interpersonal communication
- 15. Skill in computer use, including Microsoft Office Suite or similar applications, the computerized meal management program CBORD, BluePrint 360, and scheduling/timekeeping software
- 16. Ability to prioritize tasks and organize workload
- 17. Ability to establish and maintain working relationships
- 18. Ability to train others in task performance, procedure and equipment use
- 19. Knowledge of team development and team building concepts
- 20. Knowledge of WDVA and WVHK policies and procedures for supervisory functions
- 21. Skill in recordkeeping and inventory management

22. Knowledge of Quality Assurance-Performance Improvement principles and practices
23. Skill in problem solving and conflict resolution
24. Skill in reviewing, evaluating and updating programs
25. Ability to recognize emergency situations and follow appropriate member assistance protocols
26. Knowledge of the Resident Assessment Instrument (RAI), Minimum Data Set (MDS), and Care Area Assessments (CAA)

Preferred Qualifications

Registered/Certified Dietitian
Certified Dietary Manager (CDM)
Certified Food Protection Professional (CFPP)
Prior experience in Long Term Care dining operations

Environmental Conditions

Conditions are those normally found in a long-term care, skilled nursing, and large-scale food operations.