

Position Title: Relief Cook
Division: Homeless Support Services
Department: Women's Emergency Accommodation Centre (WEAC)
Location: Women's Emergency Accommodation Centre (WEAC)

Position Summary

The Women's Emergency Accommodation Centre (WEAC) provides emergency accommodation and short-term assistance, including meals, transportation and security to homeless women in a 24 hour, 365 days per year staffed facility. As a Relief Cook, you will prepare food and ensure basic nutritional needs of the residents are met, while observing appropriate food handling procedures and maintaining the cleanliness of the kitchen/dining room areas.

The Relief Cook will work collaboratively with the kitchen staff team to perform regular kitchen activities such as: menu preparation, inventory, ordering/stocking supplies, as well as ensuring food quality, and kitchen/dining room cleanliness.

At the direction of the Kitchen and Facility Manager, you will prepare nutritious and quality meals for persons served. Any dietary restrictions and/or allergies will be accommodated. Although there will be another frontline staff (Care Worker) present during meal times, assessment of the persons served physical and mental capabilities is necessary to ensure safety and security of the dining area.

In addition to responsibilities related to the culinary activities, the Relief Cook is an integral part of a multi-disciplinary team designed to provide wrap around support to homeless women.

Key Accountabilities

Service Delivery

- Prepare nutritious, fresh and quality meals for 50 (lunch) to 75 (supper) service users as well as snacks in accordance with the Canada Food Guide.
- Assess resident's physical and mental abilities/needs and report to frontline staff when necessary.
- Provide additional support to the program when required.
- Working knowledge and experience in harm reduction, resiliency, trauma-informed, solution focused, and person-centered practice.

Program Operation

- Ensure compliance of public health protocols and food safety standards with regards to food storage and preparation.
- Maintain accurate documentation of food inventory and kitchen supplies.
- Under the direction of the Kitchen and Facility Manager, plans and creates menu items that align with current and approved market trends that are fresh and local and in keeping with Edmonton's food and urban agriculture strategy.
- Establishes food presentation techniques and quality standards.
- Demonstrates food preparation with modern techniques and creativity.
- Feel, taste and examine appearance of food prepared and cooked by kitchen staff and adjust where necessary to ensure food consistently maintains standards of quality, innovation and presentation.
- Ensures proper equipment operation/maintenance.
- Provide innovative solutions for managing a small enterprise with limited resources.

Cleanliness of Kitchen/Dining Room

- Ensure kitchen/dining room are cleaned and sanitized.
- Ensuring dishes, cooking instruments and cooking equipment are washed and cleaned prior to and following use.

Health and Safety

- Ensure e4c and Alberta Occupational Health and Safety standards are followed.
- Comply with agency policy & procedures, health standards, & program operational policy.

Education and Certifications

Required

- Journeyman Cook / Baker Certified (Considered an Asset)
- Food Preparation/Cooking Certificate
- Food Handling Certification
- Police Check
- Intervention Record Check
- WHMIS
- Standard First Aid and CPR

Recommended

- Aboriginal Awareness
- De-escalation
- Harm Reduction
- Suicide Intervention
- Trauma-Informed

Experience

- Minimum 3 years as a Cook or similar position, serving over 50 individuals per sitting.
- Minimum 3 years baking experience.
- Minimum 3 years in a cafeteria/restaurant/camp cook setting.
- Proven track record of cost control including food, equipment, labor and wastage to meet financial goals.
- Highly responsible, reliable, innovative, creative and self-driven.
- Previous experience with fast casual dining and asset.
- Broad knowledge of the inner city, including but not limited to focuses on homelessness, poverty, mental health, addictions, prostitution, abuse and multicultural issues.
- Knowledge in community resources related to food and shelter.
- Knowledge of harm reduction, trauma informed care, sexual exploitation, abuse, addictions, mental health, homelessness, inner city, and indigenous culture.

Competencies

- **Relationship Building:** ability to build formal and informal professional relationships. Fosters dignity, respect and non-judgmental approach with shelter users, team members, other e4c personnel, external service providers and community members.
- **Innovative:** ability to be a creative problem solver, generate and implement ideas to improve operations or develop new opportunities.
- **Integrity and Ethical Behavior:** a clear understanding of professional boundaries, confidentiality, ethical practices and guiding principles of WEAC.

- **Accountability:** ability to define expectations for one’s own role and to act in accordance with these expectations, ability to define expectations for shelter users, ability to self-reflect, demonstrate skills, knowledge and attitudes to effectively carry out duties of the job and maintain personal care over time.
- **Service Orientation:** ability to understand shelter users’ needs and ensure users feel safe and welcomed during their stay at the shelter.
- **Communication:** communicating with individuals and groups of diverse backgrounds using appreciate and effective communication tools and techniques.

Supervision

- N/A

Reporting Relationships

Reports To: Kitchen and Facility Manager
Direct Reports: None
Internal Relationships: WEAC Staff, Manager of WEAC, All e4c staff

Working Conditions

Schedule

- This is a relief position which will fill in for shift vacancies in the kitchen. Each shift will be approximately 8 hours long, between the hours of 9:30 to 5:30 pm, although this can vary based on the needs of the kitchen.
- Due to the nature of the work, a flexible schedule is required, as well as weekend or evening work.

Work Environment

- Ability to work in a fast paced and stressful environment.
- Work without supervision as some shifts are working alone.
- Access to a vehicle and Class 5 driver’s license

Physical Demands

- Involves sitting, walking and standing on a regular basis.
- Periodically handling and moving boxes and equipment up to 30 kilograms
- Ability to climb stairs
- Perform the tasks and activities required to maintain the cleanliness of the kitchen/dining room (sweeping/mopping, carrying groceries).

Autonomy

- Decisions affect those involved on a specific job, and at times, the entire agency.
- Duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed.
- Decisions consistently affect the entire department, and at times, may affect the work performed in one or more departments.

Acknowledgement

Employee Signature: _____ Date: _____

Supervisor or Manager Signature: _____ Date: _____