

Kitchen Services Supervisor Job Description

Reporting to the Kitchen Manager, the Kitchen Services Supervisor is responsible for overseeing the Kitchen program through effectively planning, coordinating, scheduling, supervising, and directing the Kitchen program employees. She will ensure that food services meet the funding contract requirements as well as the philosophy, mission and mandate of the Downtown Eastside Women's Centre. The Kitchen Supervisor, under the direction of the Drop-In Program Manager, is responsible for a range of human resources matters including to act in the absence of the Program Manager handling emergent and routine issues. She will work collaboratively with Drop-In Program Manager, Kitchen staff, and volunteers to ensure the smooth operation of the program.

She will integrate a community-based approach into the DEWC as the primary principle to guide this position with the goal of engaging centre members in the functioning and responsibility of the kitchen.

Human Resources:

Under the direction of the Kitchen Manager, is responsible for the coordination of the Kitchen Program, including the full range of human resources matters which will include participating in the recruitment, hiring, orientation, scheduling, evaluations, training & professional development, and discipline of Kitchen staff.

Supervises and supports Kitchen staff to ensure adherence with DEWC mission and mandate, position roles and responsibilities, DEWC policies and procedures, collective agreement, health and safety standards, and funding contract requirements.

Food Service Delivery:

The Kitchen Service Supervisor will oversee all aspects of the food program within the Drop-In Centre and Emergency Night Shelter. She will work with Kitchen staff to ensure the planning, preparation, and serving of up to 400 meals per day.

Program Development:

The Kitchen Services Supervisor will work collaboratively with the Drop-In Program Manager to develop and grow the food program at the DEWC and Emergency Night Shelter with the goal of integrating a "health through nutrition" strategy. This will include soliciting healthy food donations, developing community partnerships, and advice from nutritionists, dieticians, etc.

Volunteer Program Support:

The Kitchen Services Supervisor will collaborate with the Skills Development Worker to support, train and manage volunteers from the DEWC Skills Development Program. She will be responsible for communicating effectively and respectfully with volunteers and mediating conflicts as they occur

Education and Programming:

Networks with relevant agencies to assist in the development of workshops, groups, and programs addressing "health through diet" issues such as Community Kitchens, Food Co-ops, etc.

Oversees the planning of special events such as a Summer BBQ, Mother's Day Tea, Fall and Spring Dinner.

Administration and Finances

Ensures reporting compliance including monthly newsletter contributions, funder reporting requirements, quarterly board reports and annual report to the membership.

Maintains and up-dates kitchen operational documents and manuals.

Communicates maintenance and repair needs of the kitchen program.

Ensure the kitchen program works within the Annual Operating Budget while ensuring compliance with funding contract.

In Centre Participation:

Participate within the staff team such as attending staff meetings, staff development and training, special events, hiring, evaluation, and Centre committees. Work collaboratively with in-centre staff. Ensure effective communication and team approach in the smooth operation of the DEWC.

Qualifications required:

- Significant experience within the non-profit sector with at least 3 years experience in a supervisory position.
- Excellent kitchen management skills and abilities including knowledge of health through nutrition
- Experience supervising staff, preferable within a unionized environment
- Minimum 5 years related experience working with low-income women, at least 2 years in a women serving or inner city drop-in environment
- Must have a strong working knowledge and analysis of the issues impacting women in the dtcs, including violence against women, mental health, homelessness, and addictions
- Candidate must work from strong feminist analysis and within an anti-oppression framework
- Understanding of and practices a trauma informed care response when working with women
- Efficient organizational skills including record keeping, scheduling, and problem-solving abilities
- Demonstrated administrative skills, including report writing
- Strong conflict resolution skills and practice
- Demonstrated crises intervention training and experience
- Excellent communication skills required, including the ability to work in a respectful and cooperative manner with co-workers, and centre members
- Ability to work within a chaotic environment and with a diverse community of women
- A First Aid certificate is required
- Food Safe II or higher
- Candidate must undergo a criminal record check
- Women with addiction issues need to be at least 2 years clean and sober

Position reports to: Kitchen Manager