

Position Title: Cook II

Employee Name:

Site Location:

Employee Number:

Cost Centre:

My Position Profile is up to date: Yes No Othe Explain

Personal Development Plan

Employee Comments

Supervisor Comments

Employee signature*

DATE:

***My signature indicates only that I have read this Personal Engagement and Development Plan and that I have received a copy**

Manager Signature

DATE:

**Human Resource
Use Only**

Position: Cook II

Site: _____ Cost Centre _____

Position Outcome	Standards	Achieved	Comments
Provides effective and efficient delivery of customer service • follows Carewest customer service principles and standards • promotes kind and compassionate service • interacts with customers • responds to questions and provides assistance • directs inquiries/complaints appropriately • follows through with inquiries		<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	

Participates in planning and reviewing menus and production sheets to determine type and quantity of food items to be prepared or rethermalized • makes recommendations regarding menu or menu changes as required • estimates quantities required to meet client needs • participates in the ordering and receiving of food and supplies • follows safe food handling procedures		<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	
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1. LEGEND:
- | | |
|--|---|
| Rarely: demonstrated on one or no occasions | Not Often: demonstrated on a few occasions; behavior is not routine |
| Often: demonstrated on several occasions | Very Often: demonstrated most occasions with a few exceptions |
| Almost Always: demonstrated all occasions; behavior is routine | Not Applicable: not demonstrated |

<p>Prepares and rethermalizes food prepared by Carewest Commissary and outsourced vendors</p> <ul style="list-style-type: none"> • follows principles of Food Safety Standards, Portion Control Standards and Standardized Recipes • estimates quantities of food supplies needed to meet menu requirements • measures and prepares ingredients • prepares, cooks and bakes various food products • prepares and tests food prior to serving • adds seasoning as required to ensure palatability • ensures quality and control measures are met • inspects prepared food items • notes problems with production • ensures compliance with production sheets 		<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	
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<p>Assists in portioning food items for client meals, distribution and sales</p> <ul style="list-style-type: none"> • distributes food, garnishes and utensils • reports client concerns • assists staff in food production and serving as required 		<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	
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<p>Utilizes and/or stores food supplies and leftovers</p> <ul style="list-style-type: none"> • ensures food is stored in a food safe manner • ensures sanitary conditions are maintained • controls and reduces waste • maintains adequate inventory levels • determines overstock and cancels orders as needed • orders supplies as needed 		<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	

<p>Handles and provides food and beverages in a safe and sanitary manner</p> <ul style="list-style-type: none"> • handles food and utensils properly • uses proper food handling techniques • prepares and cooks food and beverages for clients using production sheets • follows all relevant policies and procedures relating to sanitation • completes all quality assurance audits as required • completes all cleaning duties as required 		<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	

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<p>Operates dishwashing machine as per established procedures</p> <ul style="list-style-type: none"> • sorts dishes, cutlery and glasses • pre-rinses, loads and operates dishwasher • checks and records temperature and soap levels • scrubs pots and pans • distributes clean dishes as designated • reports equipment problems to appropriate person • cleans and shuts down dish machine 		<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	
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<p>Follows proper sanitary standards for cleaning all food services areas, supplies and equipment</p> <ul style="list-style-type: none"> • follows established cleaning procedures • ensures cleaning schedule is competed and signed off in a timely manner • reports equipment problems to appropriate person • wears personal protective equipment as appropriate 		<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	
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<p>Effective and accurate provision of services</p> <ul style="list-style-type: none"> • reports any staff concerns • serves staff and customers with kind and compassionate service customer service • minimizes loss • reports shortages • maintains adequate supplies 		<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	

<p>Demonstrates appropriate levels of leadership</p> <ul style="list-style-type: none"> • demonstrates self awareness of leadership strengths and limitations • demonstrates management of own emotions • develops own skills and knowledge • acts as a role model • fosters development of others through supervision, coaching and mentoring of staff, students and new hires • assesses and evaluates overall food services needs and priorities and sets direction for the team • aligns decisions with the organizations Frame of Reference and Philosophy of Care • demonstrates the ability to take action as required • maintains a safe work environment for clients and staff 		<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	

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<p>Demonstrates appropriate levels of leadership (cont.)</p> <ul style="list-style-type: none"> • demonstrates commitment to kind and compassionate customer service • assists in fostering staff engagement and a healthy organizational and team culture • demonstrates the appropriate use of conflict management techniques • demonstrates the ability to apply systems and critical thinking and judgment in providing leadership to the food services team • encourages innovation • supports change and system improvements in order to better client services 		<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	
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<p>Communicates in a respectful manner</p> <ul style="list-style-type: none"> • fosters supportive relationships between all staff, clients, families and communities • listens effectively to staff, clients, and families • participates in and supports client focused events • recognizes, supports and promotes activities for clients • introduces self to the client whenever appropriate, uses humor appropriately, shows sensitivity (avoids embarrassment and criticism of the client) and gives praise frequently and appropriately • uses tone, verbal and nonverbal language that demonstrates respect and promotes dignity of the client 		<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	
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<p>Communicates in a respectful manner (cont.)</p> <ul style="list-style-type: none"> • demonstrates respect by using age appropriate and culturally responsible language and positive body language • provides useful feedback to promote good communication • actively listens and questions to ensure mutual understanding • facilitates the flow of information to meet client needs • participates effectively in resolving interpersonal and intergroup conflict • uses English in the workplace 		<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	
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<p>Effective working relationship within Food Services and Site</p> <ul style="list-style-type: none"> • collaborates with the Food Services Team to coordinate services • explains meal to staff according to posted menu • shares/gains knowledge of Food Services standards • contributes to meeting all standards • acts as a role model • assists in new staff orientation and provide feedback 		<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	
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<p>Builds and maintains an effective and positive team environment</p> <ul style="list-style-type: none"> • participates in a positive manner in team meetings • respects team members and norms developed by the team • assists with orientation of team members • collaborates with others to coordinate services • coaches team members • provides input into Personal Engagement and Development Plans as requested • completes share of workload • offers/ requests/ accepts help from other team members 		<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	
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<p>Builds and maintains an effective and positive team environment (cont.)</p> <ul style="list-style-type: none"> • facilitates developing, implementing and promoting team decisions • promotes kind and compassionate service • demonstrates effective crisis management 		<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	
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<p>Continuous and innovative improvement of current services leading to increased customer satisfaction</p> <ul style="list-style-type: none"> • suggests improvements to the team • promotes and participates in Quality Improvement initiatives • shares customer feedback with the team • manages the use of resources to provide effective and efficient service 		<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	
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<p>Continuous learning and professional self development</p> <ul style="list-style-type: none"> • demonstrates a commitment to participation in an environment of learning to promote excellence in care and service • attends and fulfills the requirements of both legislative and Carewest essential continuing education in-services required by the organization • completes required self-learning quizzes by the stated deadlines • shares expertise with clients, families, coworkers, volunteers, students and the community • seeks and implements suggestions for improved performance 		<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	
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<p>Continuous learning and professional self development (cont.)</p> <ul style="list-style-type: none"> • participates in orientation of new staff • shares knowledge • supports and participates in research projects 		<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	

<p>Positive image of the Program/Service within Carewest and the community at large</p> <ul style="list-style-type: none"> • greets clients and visitors in order to help them feel welcome • presents a professional image and follows dress code • wears name tag at all times • collaborates with Carewest management to address concerns • promotes Carewest in the health care industry and the community at large 		<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	

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<p>Safe, secure and functional work environment maintained</p> <ul style="list-style-type: none"> • maintains a safe working environment • takes responsibility to work in a safe manner • reports, labels and removes defective equipment • completes Unusual Occurrence forms and participates in investigations • initiates appropriate follow-up and puts in place corrective action plans • follows infection control policies and procedures (e.g. hand hygiene) 		<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	
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<p>Safe, secure and functional work environment maintained (cont.)</p> <ul style="list-style-type: none"> • maintains current knowledge and application of emergency procedures (e.g. Emergency Codes) and participates in scheduled drills • recognizes and responds appropriately to emergency situations • demonstrates knowledge regarding safe use of equipment and devices 		<input type="radio"/> Rarely <input type="radio"/> Not Often <input type="radio"/> Often <input type="radio"/> Very Often <input type="radio"/> Always <input type="radio"/> Not Applicable	
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