



**Job Title:** Food Service Manager

**Date Prepared:** December 9, 2019

**Reports To:** Director of Operations

**Status:** Full-Time, Salaried

**Summary:** The Food Service Manager leads Hope's efforts to share God's love with people through served meals.

**Qualifications:**

1. Ministry:
  - a. Willingness to fully embrace the Hope Ministries Grace Model.
  - b. Willingness to live own personal life according to the standard of Christlikeness.
  - c. Ability to build safe, trusting relationships with residents and nonresidents.
2. Education:
  - a. High School diploma or equivalent required, post-secondary education in hospitality, culinary or management preferred.
  - b. ServSafe Manager Certification
3. Experience:
  - a. Four years or more experience in food service and/or food service management.
  - b. Demonstrated leadership experience.
  - c. Have or be willing to develop a working knowledge of homelessness issues, drug and alcohol issues, mental health issues and trauma-informed care.
  - d. Must be sensitive and responsive to cultural differences in the population served.
4. Transportation:
  - a. Must have valid driver's license and auto insurance.
5. Physical:
  - a. Ability to lift up to 50 pounds and to stand for long periods of time in the kitchen to prepare food and to safely move cooking equipment and food.

**Duties:**

1. Live authentically before the community so that residents, nonresidents, staff and volunteers see the results of a life being transformed by Christ.
2. Demonstrate a personal commitment to ongoing healing and transformation.
3. Demonstrate a personal commitment to living in an authentic Christian community outside of Hope.
4. Ensure that the kitchen is a welcoming, safe environment for residents, nonresidents, volunteers and staff.
5. Supervise, train and develop kitchen staff.
6. Develop weekly staff schedules and resolve issues as they arise.

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7. Ensure all standards of food safety and sanitation are upheld.
8. Work with security staff and residents to ensure that nonresidents are treated with love and respect, and ensure that nonresidents are safe and respectful of others.
9. Oversee Hope residents performing chores in the kitchen. Work closely with case managers and the Director of Operations to address any issues and challenges resident face in doing their chores successfully.
10. Work with Hope's Volunteer Coordinator to schedule, train and oversee volunteers in the kitchen, and to foster opportunities for volunteers to personally engage with residents and nonresidents.
11. Maintain inventory of food and supplies, and oversee purchasing.
12. Work with kitchen staff to develop meals plans that meet nutritional goals.
13. Plan, prepare and serve meals when no kitchen staff are on duty.
14. Track and report required data including meal counts and USDA reports.
15. Manage Hope's annual Thanksgiving meal service at Hope and for people in the community.
16. Attend required meetings, including morning Community Meetings, Hope Staff Meetings and other meetings as assigned.
17. Work collaboratively with the rest of the Hope staff to facilitate a healthy, open team environment.