

POSITION DESCRIPTION (Please Read Instructions on the Back)

1. Agency Position No. 1959A

2. Reason for Submission: Redescription Reestablishment New Other

3. Service: Headquarters Field

4. Employing Office Location: Birmingham VAMC

5. Duty Station: S21

6. OPM Certification No.

7. Fair Labor Standards Act: Exempt Nonexempt

8. Financial Statements Required: Executive Personnel Financial Disclosure Employment and Financial Interest

9. Subject to IA Action: Yes No

10. Position Status: Competitive Excepted (Specify in Remarks)

11. Position Is: Supervisory Managerial Neither

12. Sensitivity: 1-Non-Sensitive 2-Noncritical Sensitive 3-Critical 4-Special Sensitive

13. Competitive Level Code: X01

14. Agency Use: BHS: 1272

Update OF 8, dtd 5-21-03

Update has no grade impact.

16. Classified/Graded by	Official Title of Position					Pay Plan	Occupational Code	Grade	Initials	Date
a. Office of Personnel Management										
b. Department, Agency or Establishment										
c. Second Level Review										
d. First Level Review	Food Service Worker					WG	7408	2	mf	10/30/09
e. Recommended by Supervisor or Initiating Office	Food Service Worker					WG	7408	2		

18. Organizational Title of Position (if different from official title): Food Service Worker

17. Name of Employee (if vacant, specify):

18. Department, Agency, or Establishment: Department of Veterans Affairs

c. Third Subdivision: Nutrition and Food Services

a. First Subdivision: Medical Center #521

d. Fourth Subdivision:

b. Second Subdivision: Allied Health Service

e. Fifth Subdivision:

19. Employee Review: This is an accurate description of the major duties and responsibilities of my position.

Signature of Employee (optional):

20. Supervisory Certification: I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.

a. Typed Name and Title of Immediate Supervisor: Mitchell, James FSW Supervisor

Signature: *James Mitchell* Date: 10-30-09

b. Typed Name and Title of Higher-Level Supervisor or Manager (optional): Doby, Randall Chief, Food Prod & Service

Signature: *Randall Doby* Date: 10-23-09

21. Classification/Job Grading Certification: I certify that this position has been classified/graded as required by Title 5, U.S. Code, in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards.

22. Position Classification Standards Used in Classifying/Grading Position: Food Service Working, 7408, TS-63 Feb/ 1992 Handbook of Occupational Groups and Families May 2009

Information for Employees: The standards, and information on their application, are available in the personnel office. The classification of the position may be reviewed and corrected by the agency or the U.S. Office of Personnel Management. Information on classification/job grading appeals, and complaints on exemption from FLSA, is available from the personnel office or the U.S. Office of Personnel Management.

23. Position Review

	Initials	Date	Initials	Date	Initials	Date	Initials	Date	Initials	Date
a. Employee (optional)										
b. Supervisor										
c. Classifier										

24. Remarks: The full performance level of this position is WC-2.

25. Description of Major Duties and Responsibilities (See Attached)

POSITION DESCRIPTION

Food Service Worker WG-7408-2

INTRODUCTION

Incumbent is a Food Service Worker WG-2 on an assigned rotating tour of duty at the VA Medical Center, Birmingham, AL. Routinely delivers and retrieves meal trays to and from the patient's bedside.

Major Duties and Responsibilities:

Sets up tray line in Blind Rehab Dining Room with beverages, condiments and menu items. Serves on the tray line by reading printed menus and placing food items selected on the tray. Checks trays after retherm to insure proper heating and chilling. Assembles isolation trays. Places requested beverages and frozen dessert item on the rethermed trays. Undocks and delivers loaded tray carts to wards. Delivers trays to patient's bedside and retrieves soiled trays which are returned to the dish room. Prepares a variety of fruit and vegetable salads; prepares individual desserts, salads, fruits and beverages for service. Makes simple sandwiches; prepares sack meals. Sets up, operates loads and unloads dishwasher and/or stacks and stores clean dishes. Scrape, soak, scour, scrub and sterilize pots, pans, cooking utensils, etc.

Prepares, portions, and labels all nourishments, fluids for medications, and tube feedings according to orders. Delivers nourishments, fluids for medications, and tube feedings at scheduled times. Removes all left over nourishments and prepared tube feedings from the ward refrigerators after 24 hours.

Maintains a clean work area. Break down and clean assigned work area after each meal service. Cleans shelving in walk-in refrigerators, main kitchen area and the pot and pan room.

Sweeps and mops floors, cleans walls and ceilings in all areas of the kitchen as well as in the retherm units. Move heavy garbage cans when collecting and transferring trash from the work area to the disposal area.

Relieves for WG-3 personnel.

Incumbent must practice absolute personal cleanliness and good hygiene at all times.

May be assigned to work on early, late, or relief shift.

Performs other related duties as assigned.

Skill and Knowledge:

Must have a working knowledge of simple food handling techniques and of good safety and sanitation practices such as procedures necessary to prevent spoilage or contamination.

Must have a working knowledge of basic arithmetic in order to determine quantity of nourishments, fluids for medications, and tube feedings to be prepared and/or delivered or to determine the number of servings per package/container.

Must have the ability to read and understand written material such as work schedules, material safety data sheets and work instructions.

Must have the knowledge and the skill to perform sequential tasks involving several steps or procedures.

The ability to concentrate on and complete assigned tasks despite distractions or interruptions.

Has the ability to understand and interact effectively with veterans of all ages. Most clients are between 30 and 80 years old with some as young as 18 years and a few elderly patients who may exceed 100 years old.

Responsibility:

Expected to work as scheduled, knowing that it is accomplished on time and according to instructions.

Incumbent works under the general supervision of the Food Service Worker Supervisor who assigns the work and provides specific instructions when there are procedural changes or changes in the routine assignments.

Responsible for the correct operation and care of equipment used in the performance of assigned work.

Incumbent's work is reviewed to assure that is accomplished within established time frames and according to established procedures.

Responsible for observing leave and absence policies and regulations, being at his/her post of duty during official duty hours unless on approved leave or excused absence, and requesting or reporting absences appropriately.

Physical Effort:

Frequently lifts or moves objects weighing up to 40 pounds.

There are long periods of standing and/or walking on tile floors, frequent bending, pulling, pushing, reaching, and stooping.

Incumbent may be required to perform heavy work such as pushing carts used for unloading, storing and delivering supplies and supplements, scouring and scrubbing large-size pots, pans and cooking utensils, etc.

May be required to work on ladders and use powered cleaning equipment.

Working Conditions:

Work requires exposure to extreme temperature changes when entering walk-in refrigerators or freezers, exposure to hot liquids, sharp cutting blades and hot working surfaces. There is exposure to danger of falls from slippery and wet floors, cuts, bruises, and burns. The kitchen is well lighted but is often noisy and steamy and heat from the cooking and dishwashing equipment causes an increase in the temperature and humidity.

Other Significant Facts:**ADP Security:**

Responsible for keeping the security of the ADP program in accordance with Medical Center Memorandum 00-ISO-04.

Customer Service:

It is the requirement of this medical center that every employee's behavior reflect the dignity and respect each patient, visitor and fellow employee deserves and should expect. In this regard, the incumbent is responsible for interacting with others in a manner that fosters favorable relations as set forth in the Medical Center Policy on Human Relations.

Narrative

FOOD SERVICE WORKER

WG-7408-02

This standard covers nonsupervisory work involved in serving food and beverages and preparing simple food. It includes setting and waiting on tables where food service is informal; attending food counters; portioning and serving food; assembling trays for hospital patients; recording and retrieving patient diet and other food service information using a computer or manual file system; washing dishes, pots, pans, glasses, and silverware; transporting food, equipment, and supplies by manual or motorized carts; and assisting in food preparation by peeling potatoes, cutting vegetables, assembling and tossing salads, measuring and weighing ingredients, brewing coffee and tea, and mixing bulk fruit juices. In addition, the work typically includes sweeping, washing, mopping and buffing floors, and washing walls and ceilings.

General: Grade 2 food service workers perform tasks with several steps or a sequence of tasks that requires attention to work operations. They follow set procedures in accomplishing repetitive assignments and follow an established sequence of work.

Food service workers at grade 2 set up cafeteria lines, steam-tables, dining room tables, and side service stands with hot and cold food items including meats, vegetables, salads, desserts, bread, butter, and beverages. They serve food cafeteria style by placing uniform portions of food on customers' plates. They break down and clean their assigned area when the meal is finished and return food to the main kitchen. They set up dining room tables for service, place food and beverages on tables, and replenish items as necessary. They return soiled trays and dishes to the dish room after meals. They deliver meal trays to the patient's bed. Food service workers brew coffee according to the number of servings required. They assemble and toss fresh fruit or green salads in quantity using prepared dressings and portion into standard serving sizes. They apportion other food items (e.g., gelatins, juices, and desserts) into standard serving sizes using the proper utensils and containers. They make cold sandwiches using prepared ingredients and pack box lunches. Food service workers at this level set up and operate a mechanical dishwasher, including the continuous conveyor belt feeding dishwasher. They remove inspection doors, strainer pans, screens, and spray arms for preventive maintenance and cleaning. Grade 2 food service workers scrape, soak, scour, and scrub the heavier cooking utensils such as mixing bowls and pots which, because of their large size and weight, are awkward to handle. Food service workers perform heavy-duty cleaning tasks throughout the food service and related areas, such as cleaning ceilings and transoms; cleaning exhaust hoods; cleaning spaces under and behind kitchen equipment, including moving the equipment; washing floors and walls with powered cleaning equipment; cleaning walk-in refrigerators and freezers; and sanitizing garbage rooms. Food service workers at this level may unload food from delivery trucks. They move heavy garbage cans when collecting and transferring trash from the work area to the disposal area.

Skill and Knowledge: Grade 2 food service workers have skill and knowledge to perform tasks involving several procedures. They have ability to concentrate on work assignments despite interruptions and distractions. They have knowledge of basic arithmetic in order to count will yield. They have a working knowledge of sanitation standards, such as the need to keep wiping cloths in a sanitizing solution. They have a working knowledge of procedures to prevent contamination, such as

the need to clean equipment previously used for raw food before further use and the need to use a chemical sanitizer or maintain proper water temperature when cleaning dishes.

Responsibility: Grade 2 food service workers receive assignments from their immediate supervisor who provides specific instructions when changes in the work routine or new assignments are made. They are expected to work as scheduled, knowing what steps or sequence of tasks are needed to complete the work. Some judgment is used by these workers in maintaining established standards of sanitation, safety, and service. They are responsible for the correct operation and care of equipment such as mechanical dishwashers, pot washers, tray conveyors, and coffee urns.

The supervisor is available to resolve problems and answer questions. The work is periodically checked to verify that it is being accomplished on time and according to instructions.

Physical Effort: Food service workers at this grade level perform work requiring light to moderate physical effort. They are subject to continuous standing and walking, and frequent stooping, reaching, pushing, pulling, and bending., some food service workers at this level may be required to perform heavy work, such as scouring and scrubbing large-size cooking utensils and pushing heavy carts and trucks in unloading, storing, and delivering supplies. They also may be required to work on ladders and use powered cleaning equipment. They frequently lift or move objects weighing up to 18 kilograms (40 pounds).

Working Conditions: The work is performed in kitchen areas where the steam and heat from cooking and dishwashing equipment often cause uncomfortably high temperatures and humidity. The work area is well lighted but usually noisy from food service activities, and there is danger of slipping on floors where food or beverages have been dropped. Food service workers are regularly exposed to hot liquids, sharp cutting blades, hot working surfaces, and extreme temperature changes when entering walk-in refrigeration or freezing units.