

## INTERNAL/EXTERNAL

Position:	Cook's Assistant Relief
Type:	Bargaining Unit
Number of Positions Posted:	continuous
Number of Hours:	On-call, as needed
Rate:	\$14.35 per hour
Supervisor:	Food Services Training and Development Supervisor
Posting Date:	December 31, 2019
Application Deadline:	Ongoing until December 31, 2019
Locations:	145 Queen St. East

Fred Victor is a not-for-profit, multi-service community-based organization that has assisted people living on low incomes in Toronto for close to 120 years. We work in partnership with women and men from diverse backgrounds who face poverty, homelessness, mental health issues, addictions, and/or social isolation to address their needs and hopes and advocate for a more equitable society. Please see our website at [www.fredvictor.org](http://www.fredvictor.org). Fred Victor works with a highly diverse population of people and upholds the values of respect, choice and inclusion.

Fred Victor Centre is currently looking for Cook's Assistant Relief to join the team at Friends Community Meal program. The Cook's Assistant Relief position will work under the supervision of the Executive Chef – Food Services, and as part of a team to deliver high quality food as part of the food service program.

The position requires respect for, and expertise working with people who face mental health issues, addictions, abuse and social isolation and who come from racially and ethnically diverse backgrounds. The Cook's Assistant Relief participates as a member of the Food Services team in departmental planning and development and maintains a safe and welcoming environment.

Under the direction of the Executive Chef – Food Service or designate, the Cook's Assistant Relief assists in meal preparation, serves food, receives and puts food away, washes dishes, pots and pans, cleans the kitchen, restaurant and the loading dock areas; places garbage in the garbage room or as appropriate.

### **Responsibilities:**

- Assisting in meal preparation with direction provided by the Executive Chef – Food Services or designate
- Serving food to Community Meal program participants in the dining room
- Washing dishes using industrial dishwashing machine. Putting dishes away; keeping dish-pit area clean and tidy. At the end of shift, shutting down and emptying dish machine's food collector traps
- Washing pots and pans using the "three-sink method"; putting pots and pans away and keeping the sink tidy
- Problem solving and when necessary, communicating problems and non-routine matters to the Executive Chef - Food Services or designate
- Attending meetings as directed by the Executive Chef – Food Services or designate
- Providing polite and responsive customer service
- Thoroughly cleaning walls, all appliances, underneath counters, shelving, sanitizing sinks and all working surfaces following a weekly schedule



- Adhering to departmental standards of cleanliness
- Adhering to the prescribed organizational Health and Safety standards
- Other duties as assigned by the Executive Chef - Food Services or designate

**Qualifications:**

- Current Food Handler's Certificate
- One year experience in a fast paced customer service setting
- Experience with and proven responsibility handling money
- Ability to manage conflicting demands
- Knowledge of proper food handling procedures, sanitation, and safety procedures
- Well-developed interpersonal, conflict resolution, crisis management and sound judgment skills
- Ability to work productively within a team setting
- Strong oral communication skills
- Ability to plan and prioritize work, to adapt to changing conditions, and to develop creative solutions to problems
- Proficiency with Microsoft Word and Excel

**The final candidate(s) will be required to provide a current police reference check prior to being hired.**

**Working Conditions:**

This position works in a large open space with community members and involves regular exposure to the potential of unpredictable behaviours and situations; patrons are frequently in crisis and may be angry, upset and display unpredictable and challenging behaviours.

Please submit a resume and cover letter by e-mail no later than: Tuesday, December 31, 2019 by 5 PM to:

**Maureen Dolan**  
**Training & Development Manager, Employment and Training Services - Food Services**  
[mdolan@fredvictor.org](mailto:mdolan@fredvictor.org)

**Applications should quote job #CA19-Relief in the subject line**

**NO PHONE CALLS OR FAXES**

*We strive to foster a workplace that reflects the diversity of the community we serve and welcome applications from all qualified candidates; however, only those selected for an interview will be contacted.*

***Fred Victor is also committed to developing an inclusive, barrier-free selection process and work environment. If contacted, please advise the hiring manager if you require any accommodation measures to ensure you will be interviewed in a fair and equitable manner. Information received relating to accommodation requests will be treated with confidentiality.***