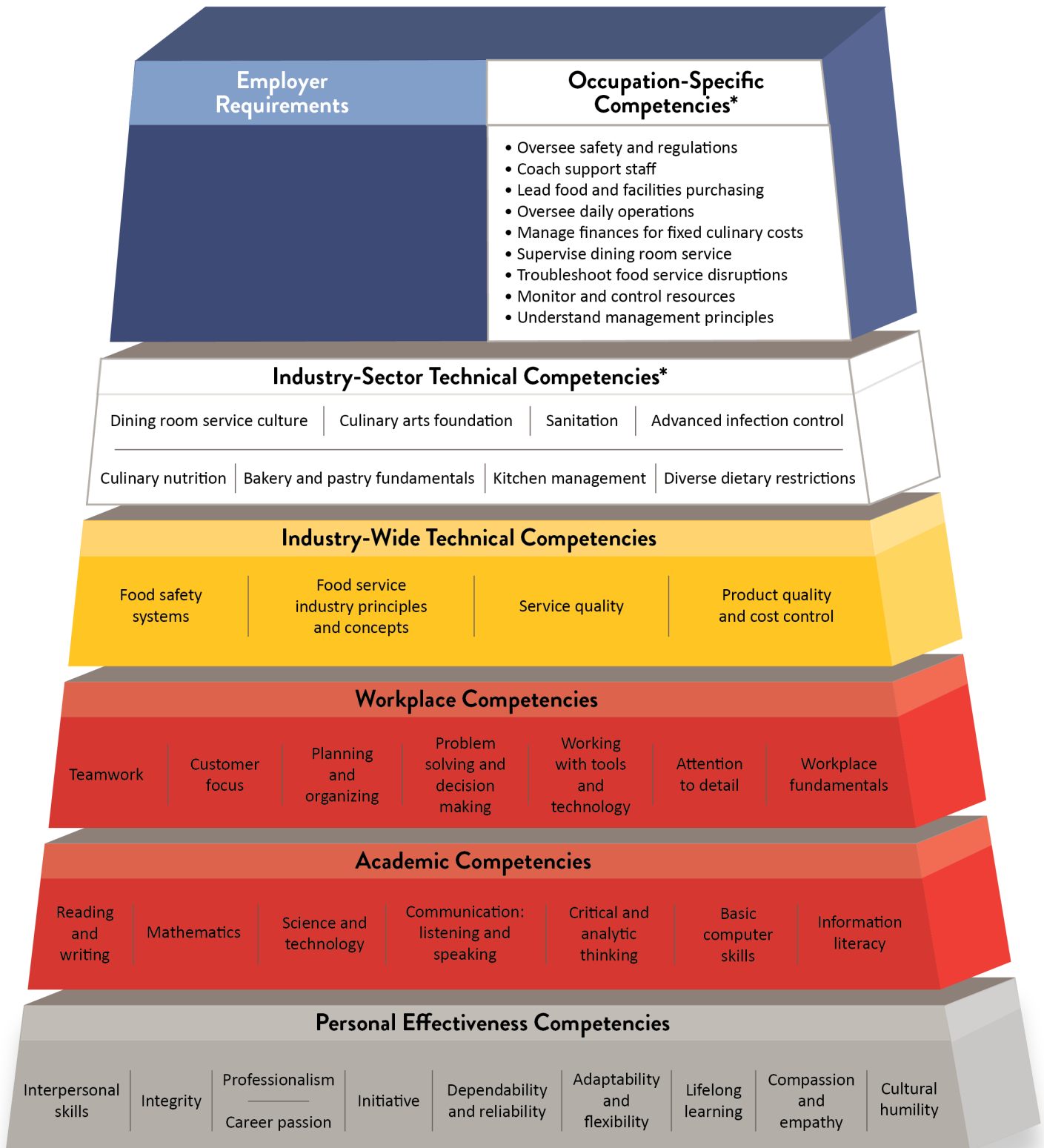


# Minnesota Dual-Training Pipeline

## Competency Model for Health Care Services

### Occupation: Long-Term Care Facility Culinary Manager



Based on: Health: Allied Health Competency Model Employment and Training Administration, United States Department of Labor, December 2011.

\*Pipeline recommends the Industry-Sector Technical Competencies as formal training opportunities (provided through related instruction) and the Occupation-Specific Competencies as on-the-job training opportunities.



## Competency Model for Long-Term Care Facility Culinary Manager

**Long-term care facility culinary manager** – This individual is responsible for planning, organizing, developing, and directing the overall operation of the dietary department in a long-term care facility, to assure that quality and appealing nutritional services are provided daily and maintained in a clean, safe, and sanitary manner. An individual in this role also must be able to prepare menus and offerings for individuals who have certain dietary restrictions.

### Industry-Sector Technical Competencies

**Related Instruction** for dual training means the organized and systematic form of education resulting in the enhancement of skills and competencies related to the dual trainee's current or intended occupation.

- **Dining room service culture** – Knowledge of food service protocol and therapeutic meal service based on recommended dietary allowance (RDA) requirements and standards set forth for quality food provision.
- **Culinary nutrition** – Applications of nutrition principles combined with food science knowledge and displayed through a mastery of culinary skills.
- **Culinary arts foundation** – Understand the art of preparing, cooking, presenting and serving food.
- **Bakery and pastry fundamentals** – Understand how to prepare, cook and serve basic baked goods and pastries for residents that meet necessary dietary restrictions.
- **Advanced infection control** – Awareness of safe food service procedures and regulations during cooking process to prevent the spread of food-borne illnesses and infectious disease.
- **Sanitation** – Understand how to properly clean the kitchen and dining room to ensure that food is safe and to be able to minimize risk of infection.
- **Kitchen management** – Able to prepare menus, order food, hire, train and monitor staff, and perform quality control on food served.
- **Diverse dietary restrictions** – Able to understand and accommodate therapeutic diet necessities for individuals who may have diabetes or who may require a low-sodium or gluten-free diet, etc. Additionally, must be able to create and implement well-rounded menus that maintain high nutritional standards and support a variety of dietary needs while delivering quality taste.

## Occupation-Specific Competencies

**On-the-Job Training (OJT)** is hands-on instruction completed at work to learn the core competencies necessary to succeed in an occupation. Common types of OJT include job shadowing, mentorship, cohort-based training, assignment-based project evaluation, and discussion-based training.

- **Oversee safety and regulations** – Understand the proper handling, cooking, and preservation of food in order to protect people from foodborne illnesses and/or injury. Adherence to infection control standards and Centers for Disease Control (CDC) guidelines to mitigate the spread of respiratory illnesses.
- **Coach support staff** – Able to supervise and lead all dietary personnel to assure that services are provided in a consistent quality manner.
- **Lead food and facilities purchasing** – Knowledge of buying the appropriate ingredients, in accurate amounts, at the right time, and at the best price. Beyond food, oversee purchasing of dishes, silverware, napkins, trays, etc. to operate the dining room.
- **Oversee daily operations** – Ability to plan, organize and control food preparation, customer service, cleaning, buying raw materials, accounting and reporting on a daily basis.
- **Manage finances for fixed culinary costs** – Knowledge in the importance of forecasting, budgeting and accounting in food service operations at long-term care facilities where the budgets are fairly consistent from week to week based on the number of residents housed at the facility.
- **Supervise dining room service** – Knowledge of food service protocol, CDC guidance and customer service. Includes overseeing: Setting up tables – linens/place settings/adaptive equipment, setting up beverage stations and pouring beverages, adhering to infection control standards and CDC guidance to mitigate the spread of respiratory illness, greeting residents, taking orders and serving residents (assisting as needed)/tray cards and diet types, bussing tables and cleanup, and providing dining room supervision.
- **Troubleshoot food service disruptions** – Be able to troubleshoot, adapt quickly and solve problems when inclement weather, emergencies, supply chain issues, etc. occur that result in interruptions to planned food delivery/food service preparations.
- **Monitor and control resources** – Understand quality management methods, tools and techniques in the dispensing and distribution of food and other related supplies, as well as documentation and sustainable management of food waste.
- **Understand management principles** – Ability to provide communication, motivation, coaching, mentoring, and conflict resolution to manage and enhance the success of the long-term care culinary team.

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