

JOB DESCRIPTION

The Good Companions Seniors' Centre

Job Title	Director of Food Services
Department	Food Services/Congregate Dining
Location	670 Albert Street, Ottawa, Ontario K1R 6L2
Reports to	Executive Director
Type of Position	Full-time, Permanent
Starting Salary	\$60,797.84 +Competitive Benefits/Pension package and 4 weeks paid vacation
Posting Date: July 24, 2025 Closing Date: August 10, 2025	Starting Date: October 6, 2025

All interested applicants must submit **BOTH a cover letter and resume by e-mail** to Executive Director, Matthew Ottaviani: mottaviani@thegoodcompanions.ca with **subject: Director of Food Services**

Preference will be given to qualified internal applicants. We thank all applicants for their interest in The Good Companions Seniors' Centre, but we will only contact those external applicants selected for an interview.

The Good Companions Seniors' Centre is committed to meeting the needs of persons with disabilities in alignment with the key principles of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) of independence, dignity, integration and equality of opportunity. In accordance with this legislation, accommodation will be made for applicants with disabilities throughout the selection process. Accommodation will be made available for successful candidates with disabilities upon request.

Position Overview

The ideal candidate for the Director of Food Services role will provide a vital energy in leading and supporting the Food Services/Congregate Dining department, ensuring operational efficiency, accurate financial reporting, and adherence to organizational budgeting and cost-control procedures. The position requires producing a high volume of daily food service, expertise in menu planning, the delivery of food services both internally (The Good Companions) and externally (Community contracts), staff and volunteer supervision and evaluation, along with strong leadership, attention to detail, excellent organizational skills, and the ability to manage multiple tasks while meeting deadlines.

Key Tasks and Responsibilities

- Manages the Food Services/Congregate Dining Department including the direction, administration, budgets, operations, statistical reporting and delivery of food services and liquor operations;
- Cooks, caters, and assists in food preparations, and routinely commits to thinking big and creatively when reimagining what food service and delivery can be to seniors and individuals in our community;
- Researches and investigates opportunities to maximize revenue and/or create new revenue streams for the department, including potential private partnership opportunities;

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- Oversees the use of resources (space, equipment, full-time staff, volunteers, independent contractors, new contract/vendor relationships, and training opportunities);
- Monitors the level of user satisfaction and quality of service provided by the department according to accepted food services' standards and corporation standards;
- Services cash registers, counts float, clears daily transactions;
- Meets regularly with employees and volunteers to plan, evaluate and train in food preparation and delivery-led initiatives;
- Writes and presents performance reviews for probationary and annual periods;
- Organizes and/or assists with fundraising and special events;
- Manages all aspects of the service provided to Meals on Wheels Ottawa;
- Manages all aspects related to our relationships with food services vendors and contracts;
- Develops long-term strategic plans for the department in consultation with the Executive Director and other department directors;
- Promotes The Good Companions' programs and services to potential community referring sources, funders and other older adult centers; and
- Complies with The Good Companions' policies, practices and procedures, including Occupational Health and Safety and ensures employees/volunteers comply with Health and Safety Standards.

Qualifications

Education

- A degree or diploma in Food Services/Hotel Management, Red Seal certified or equivalent;
- Nutrition/Dietitian designation is an asset;
- Leadership and Volunteer Management training is an asset; and
- Bilingual (English and French) is an asset.

Experience

- Minimum 3-5 years in a Leadership and Food Management position is required;
- Institutional cooking experience, cooking for large scale is an asset; and
- Experience working with older adults or persons with a physical disability is preferred.

Operational Requirements

- Negative Police Record Check for Working with the Vulnerable.
- C.P.R. and First Aid Certificate, required annually.
- Smart Serve;
- Food Handlers certificate; and
- WHMIS/GHS training.

Skills Required

- Knowledge of food safety standards/practice, program planning, human resource management community development and financial management; and
- Excellent leadership and communication skills, both written and oral are required.

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Abilities

- To understand the needs, interests and concerns of older adults and persons with a physical disability and to be welcoming, non-judgmental and open-minded as The Good Companions is an organization proudly dedicated to the lives, well-being and safety of all seniors and persons, i.e. aging, isolation/frail seniors, diverse/multicultural backgrounds, individuals with physical disabilities, and members of our 2SLGBTQIA+ communities;
- To work in high demand and multi-task situations on a daily basis; and
- To always act and perform as a key member of the leadership team, assess situations and make decisions that are both professional and positive for team building and in the best interest of The Good Companions and the community.

Working Conditions

- 35-hour work week;
- Time in-lieu of over-time worked;
- Ability to work occasional scheduled evenings and weekends;
- May be required to lift/move heavy objects in the kitchen environment; and
- Vehicle desired.

Disclaimer

This Job Description indicates the general nature and level of work expected. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required by the incumbent. The incumbent may be asked to perform other duties as required. Due to the changing nature of the work and the work to be done, the job specifications may be changed or altered as required. The Good Companions is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to gender, gender identity, gender expression, culture, religion, racial origins, ethnicity, socio-economic status, age, general appearance, abilities/disabilities and sexual orientation.