



A HOME, A JOB, A FRIEND AND SOCIAL CHANGE

Out of this World
cafe & catering



Date: December 1, 2021

Position Title: Director of Food Services

Reports to: Executive Director

Affiliation: None

Hours of work: 37.5hrs/week, Monday – Friday.

Salary Range: \$63,000/year (Negotiable) + Full Benefits package

Working for Change (WFC) is seeking an experienced and passionate candidate for the position of Director of Food Services. In addition to having industry experience and management skills, the ideal candidate will exercise their leadership in partnership with senior management to help the organization meet its various goals and mission.

Working for Change is a survivor-based organization; therefore the successful candidate will identify as having lived experience of one of the following: mental health/addiction, homelessness/poverty, disability, survivors of trauma and violence, newcomers and refugees to Canada, etc. WFC will prioritize candidates from equity seeking groups (BIPOC, women, LGBTQ2S, etc.) in all its hiring practices.

Overall Responsibility: Oversees the successful operation, adaptation, sustainability, and growth of Out of This World Café and its 4 enterprises within the CAMH complexes (at Spadina & Queen St.) and The Raging Spoon in Parkdale Village.

Key Areas of Responsibility

1. Leadership and Management

- Leads and directs the operations of Out of This World Café, Out of This World Grill and Catering, College St. Café and Catering, the Russell St. Cafeteria and The Raging Spoon
- Supervises, supports and ensures effective performance of the Managers of all of the above sites.
- Is responsible for the financial management of all the food businesses and for appropriate financial reporting to the ED, the board of WFC and to funders.
- Works with the managers to develop menu items, cost items, reduce wastage and monitor labour costs.
- Liaises and strengthens the relationship with CAMH management to ensure that lease agreements are kept, that maintenance and customer service issues are

- addressed and that OTW has a secure presence with business viability within CAMH's redevelopment plans.
- Develops and maintains effective business relationships with funders and other stakeholders.

2. Business Development and Strategic Planning

- Develops and pursues strategies for expanding the business of the OTW Group and The Raging Spoon, including possible new sites.
- Plans for realistic growth of the business including funding strategies and human resource management. This includes resiliency planning around the impacts of Covid19 on both staff wellness and revenue streams.
- Pursues funding opportunities and can successfully complete grant applications and reporting.
- Undertakes detailed financial analysis of the business performance as well as financial analysis of new business opportunities
- Builds and manages annual budgets

3. Customer Service

- Ensures that food quality is consistently high and that customer service is consistently monitored and of superior quality.
- Co-ordinates catering in collaboration with the managers in order to maximize revenue and insure a fair distribution of work.
- Assist with Catering deliveries when required.
- In collaboration with the managers prepare quotes for events, book rentals and hire event staff.

4. Staff Development

- Supports the training and development for full-time and hourly employees as needed.
- Promotes a collaborative, learning and team-based culture that is dedicated to the development of economic opportunities for people with lived experience
- Manages conflict constructively and effectively.
- Ensures that all employment legislation and parameters of the Collective Agreement are followed along with Working for Changes standards, policies and procedures.

5. Community Economic/Social Enterprise Development

- Has a thorough understanding of the principles of social enterprise development and is able to communicate and model this understanding effectively to employees and the general public.

- Demonstrates an understanding of and is able to effectively communicate Working for Change’s philosophy, values and approaches in operating its businesses.
- Undertakes community outreach to other social enterprises and related stakeholders in the sector in order to promote all of the enterprises of Working for Change.
- Demonstrated commitment to equity and solidarity

6. Administration

- Initiates and trains staff in appropriate record-keeping processes and oversees administrative processes including inventory control, ordering, and invoicing.
- Manages the OTW budgets, undertakes detailed financial analysis of the business operations and completes funding reports.

7. Working Conditions

- Works out of the offices/kitchens/cafes at the various sites.
- Some meetings and travel required off site.
- Limited risk to personal safety.

8. Education, Experience, Knowledge and Skills

- Minimum of 3 years experience in management.
- Experience managing staff in a food service.
- At least two years food production experience.
- Good communication skills – both verbal and written
- Excellent time-management, administrative and problem-solving skills.
- Experience in financial management.
- Lived experience and applied understanding of mental health/addiction issues.
- Valid driver’s license.

Please send your resume and cover letter to:

Anita Prasad – anita@workingforchange.ca, with the title ‘Director of Food Services’ in the subject line. Deadline for application is December 31, 2021.