



COOK

Occupational Family/Code – General Operations: GCK

Profile created: 2006 11

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Occupation Summary	Selection of Competencies	Knowledge	Skills	Personal Attributes
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Cooks work in youth facilities, adult correctional centres in Corrections and Public Safety and in Community Resources and Employment, in camp and institutional settings. Cooks are responsible for the preparation, cooking and serving of full course and short-order meals. Using their culinary skills, cooks are involved in large and small-scale commercial cooking activities serving from 14 up to 350 inmates/clients/youth and staff, depending on the facility. Some positions are responsible for a modern commercial production line chill and serve kitchen. Cooks develop menus, prepare meals, maintain quality control in the preparation of meals and are responsible for the maintenance and cleaning of kitchens. In some positions, cooks may be responsible for the supervision, instruction and coaching of offenders/clients in all fields of the cooking trade including meal preparation and distribution.

For those positions that supervise and teach inmates/youth in the cooking industry, a valid Journeyman Cook Certificate is typically required or a professional cooking certificate and a food safe certificate, and significant experience in commercial large scale cooking or equivalent. For those positions not responsible for teaching inmates/youth to cook, experience in the cooking field is required.

Working conditions for cooks may include work shift rotations and/or working 12-hour shifts. Cooks must learn how to administer First Aid and CPR and must lift heavy objects up to 18 kg (40 lbs) (8 TO 18 kgs). The environment in which cooks may work will require them to maintain security and control of inmates and youth. Supervisors will instruct inmates and youth in all kitchen and food preparation procedures.



Knowledge

Knowledge is the baseline of information acquired through work and life experiences, learning situations and formal education which enables an individual to perform from an informed perspective.

Acts/Regulations/ Legislation

- Knowledge of the food industries health, hygiene, sanitation standards, regulations/guidelines. **(Bring)**
 - Knowledge of sanitation and cleanliness standards in the kitchen and eating areas including the cleaning of cook wares, dishes, utensils, etc. conforming with *The Public Health Regulations*. **(Bring)**
 - Knowledge of safety procedures and techniques such as WHIMIS, first Aid, CPR, proper use and storage of chemical and OH & S regulations and facility safety procedures. **(Learn)**
 - Knowledge of Provincial Health Codes and Regulations such as food handling methods, food safety, storage, delivery methods, serving. **(Bring)**
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Theories/Principles

- Knowledge of adolescent growth and development theory. **(Learn)**
 - Knowledge of human resource management practices, including strategies to recruit, support and sustain a diverse workforce. **(Bring – Supervisors only/Learn)**
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Technical

- Knowledge of Canada's Food Guide and dietary requirements that include menu planning, special diet menu planning, portion requirements. **(Bring/Learn)**
- Knowledge of the Canada Food Guide nutritional requirements of adults/adolescents and the special dietary requirements of people with diabetes, lactose intolerance, food allergies, cholesterol. **(Bring/Learn)**



- Knowledge of large scale commercial kitchen operation which includes food preparation and handling methods, quantity and quality standards, delivery systems – portions, shipping food in boxes, operating a steam table. **(Bring/Learn)**
 - Knowledge of public health and hygiene regulations and standards associated to sanitation and cleanliness in the kitchen and eating areas including the maintenance and cleansing of commercial cook wear, dishes and utensils. **(Bring/Learn)**
 - Knowledge of government tendering and purchasing procedures to purchase new equipment, supplies and food products, establish, modify and/or cancel standing purchase orders. **(Bring/Learn)**
 - Knowledge of food preparation, including vegetable preparation, pre-cooking, baking products, staples and meat cutting. **(Bring)**
 - Knowledge of large scale cooking operations including menu planning, meal preparation and stocking. **(Bring)**
 - Knowledge of proper maintenance, handling and care and security control of institutional equipment and utensils. **(Bring/Learn)**
 - Knowledge of terminology, applications, safety, training and work practices specific to the cooking trade. **(Bring/Learn)**
 - Knowledge of facility security, requirements and procedures such as youth behavioural actions, youth/adult escort to and from units, etc. **(Learn)**
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Skills

Skills are those demonstrated abilities, or proficiencies which one has learned from their past. These are acquired/ developed from past work and life experience, including volunteer work, independent study, life events, community and leisure activities, and formal training.

Skills are demonstrable, measurable and are transferable from one situation to another.

Communication

- Ability to verbally and in writing, provide clear, concise information and instructions to clients and others at a level appropriate to the audience. **(Bring)**

Personal attributes which may link with this skill statement include: accurate, approachable...

- Ability to verbally and in writing provide clear and concise information in response to often complex inquiries at a level appropriate to the recipient in a timely manner. **(Bring)**

Personal attributes which may link with this skill statement include: polite, analytical, informative...

- Ability to compose written information in a clear, concise and accurate manner. **(Bring)**

Personal attributes which may link with this skill statement include: attentive to detail, accurate, informative...

- Ability to listen, understand and follow the direction of a head cook as part of a team of food service professionals. **(Bring)**

Personal attributes which may link with this skill statement include: accountable, responsible, common sense...



Leadership

- Ability to guide, coach and provide instructions to clients in basic food handling, preparation, cooking, serving, sanitation and Workplace Hazardous Materials Information System (WHMIS) so that they are able to maintain a safe work environment. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: team player, thorough, patient...

- Ability to coach, guide and monitor staff and/or clients and assign work to develop their skills while taking into consideration priorities and workload issues. **(Bring)**

Personal attributes which may link with this skill statement include: organized, fair...

- Ability to guide and coach clients in the development of food preparation and cooking skills while maintaining a productive, secure and safe work environment. **(Bring)**

Personal attributes which may link with this skill statement include: persuasive, common sense, good judgement...

- Ability to guide, coach, direct a diverse group of clients that results in a team that can meet its goals and objectives while maintaining a healthy, productive and safe work environment. **(Bring)**

Personal attributes which may link with this skill statement include: respectful, supportive, understanding...

- Ability to guide and coach a diverse group of employees, that results in a team that can meet its goals and objectives, while maintaining a healthy, productive, respectful and safe work environment that is free of discrimination. **(Bring - Supervisors only/Learn)**

Personal attributes which may link with this skill statement include: respectful, supportive, empathetic...



- Ability to provide performance reinforcement and feedback about client behaviours in a fair, consistent and objective manner. **(Bring)**

Personal attributes which may link with this skill statement include: fair, supportive, respectful, empathetic...

Problem Solving

- Ability to anticipate, assess and intervene in conflicts that arise between clients and determine and implement an appropriate course of action. **(Learn)**

Personal attributes which may link with this skill statement include: non-judgemental, flexible, objective...

- Ability to interact with threatening, violent, manipulative and fearful clients to control behaviours and promote positive behavioural change. **(Learn)**

Personal attributes which may link with this skill statement include: non judgemental, flexible, supportive...

Interpersonal

- Ability to establish and maintain professional work relationships with staff and colleagues to ensure that a cohesive work environment is preserved and work objectives are accomplished. **(Bring)**

Personal attributes which may link with this skill statement include: honest, ethical, friendly, integrity...

- Ability to interact with clients who may be angry, confused, upset or hostile in a manner which will diffuse or resolve conflict. **(Bring)**

Personal attributes which may link with this skill statement include: patient, understanding, confident...

- Ability to develop, establish and maintain positive relationships with clients to achieve work goals, create trust and set a positive example. **(Bring)**

Personal attributes which may link with this skill statement include: patient, friendly, ethical...



- Ability to create an environment that recognizes, supports, respects and welcomes diversity of employees and clients. **(Bring – supervisors only/Learn)**

Personal attributes which may link with this skill statement include: diplomatic, discrete, patient...

- Ability to build and maintain positive work relationships with a diverse range of individuals. **(Bring)**

Personal attributes which may link with this skill statement include: ethical, persuasive, friendly...

Team/Independence

- Ability to work independently and as a contributing member of a team to ensure deadlines, goals and objectives are met. **(Bring)**

Personal attributes which may link with this skill statement include: independent, confident, team player...

Organizational

- Ability to independently and interdependently plan, assess, establish and adjust work priorities to meet program goals. **(Bring)**

Personal attributes which may link with this skill statement include: independent, team player, flexible...

- Ability to independently prioritize and organize one's workload while meeting changing deadlines. **(Bring)**

Personal attributes which may link with this skill statement include: independent, team player, flexible...

- Ability to organize and prioritize program and security responsibilities to meet daily operational requirement. **(Bring)**

Personal attributes which may link with this skill statement include: attention to detail, accurate, fair...



- Ability to plan, organize and prepare meals within strict deadlines. **(Bring)**

Personal attributes which may link with this skill statement include: resourceful, common sense, dedicated...

- Ability to accurately plan and organize menus according to product availability, client requirements, cost, portion control. **(Bring)**

Personal attributes which may link with this skill statement include: resourceful, attention to detail, common sense...

Analytical

- Ability to accurately reference, understand and appropriately apply established standards, policy and protocol. **(Bring)**

Personal attributes which may link with this skill statement include: consistent, attentive to detail, accurate, fair...

Technical

- Ability to accurately read, measure, convert and follow recipes and assemble ingredients according to cooking standards and recipes. **(Bring)**

Personal attributes which may link with this skill statement include: attentive: detail oriented, accurate...

- Ability to develop, monitor and adjust food budget in accordance with ministry expectations and guidelines. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: accurate, resourceful, accountable...

- Ability to input, edit, update, retrieve, maintain, format and transmit data, create and generate queries, reports and documents utilizing word processing, databases, spreadsheets, communications and other software packages with speed and accuracy. **(Bring)**

Personal attributes which may link with this skill statement include: accurate, attention to detail...



- Ability to accurately access, retrieve, input and process information using various electronic systems in a timely manner. **(Learn)**

Personal attributes which may link with this skill statement include: accurate, attention to detail...

- Ability to safely operate and maintain cooking equipment such as cook-stoves, convection ovens, deep fryers, steam equipment, gas boiler, dishwashers. **(Bring)**

Personal attributes which may link with this skill statement include: common sense, responsible...

- Ability to prepare pastry products and cook and prepare desserts according to standards, recipes and in a timely manner. **(Bring)**

Personal attributes which may link with this skill statement include: attention to detail, accurate...

- Ability to plan and coordinate the requisitioning and storage of food supplies and kitchen equipment ensuring adequate resources are available. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: attention to detail, accurate...

- Ability to purchase, maintain and inventory food supplies in accordance with health and safety standards and in a timely manner. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: accurate, attention to detail, accountable...

Safety/Stress/Security

- Ability to recognize symptoms of stress in self and others and take steps to minimize its impact, ensuring good health and well being. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: positive, flexible, resourceful...



- Ability to accurately perform routine security functions, using good judgement, to ensure the safety and well being of colleagues and clients. **(Learn)**

Personal attributes which may link with this skill statement include: good judgement, common sense, responsible...

- Ability to understand and positively cope with the stress of a negative institutional climate. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: positive, resourceful, flexible...

- Ability to administer first aid and C.P.R. according to recommended procedures and possess a current CPR/First Aid Certificate. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: decisive, consistent, self-confident...



Personal Attributes

(Bring)

Personal Attributes identify qualities of character, which a person must have to be an effective and successful performer in the job. They are underlying characteristics which are deep and enduring parts of an individual expressed most of the time. They are one's personal style or personal effectiveness, such as feelings, attitudes, habits and traits. Each of these is demonstrated by behavioral examples which allow one to objectively determine whether an individual possesses the required personal attributes.

Attributes, together with the knowledge and skill competencies, help you to predict what a person will do in a given situation.

Personal attributes for the Cook:

To Be...

- accountable
- accurate
- adaptable
- analytical
- approachable
- attentive to detail
- common sense
- confident
- conscientious
- creative
- detail-oriented
- dedicated
- diplomatic
- discrete
- ethical
- fair
- flexible
- friendly
- honest/independent
- innovative
- informative
- integrity
- non judgmental
- objective
- open-mind
- organized
- patient
- persuasive
- positive
- positive role model
- practical
- reasonable
- reliable
- resourceful
- respectful
- responsible
- team player
- understanding

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