

# **ROLE DESCRIPTION: SUPPORTIVE ENGAGEMENT PARTNER**

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**Role Title:** Supportive Engagement Partner

**Reports to (individual or department):** The student's direct supervisor will be the volunteer coordinator.

**Example schedule:** 12:30PM – 3:30PM, Monday to Friday.

**Overview of Role: What is the purpose of this role? Who is being supported? Why is it important to the organization?**

The Supportive Engagement Partner will support the well-being and quality of life of residents living in the home. The student will work with the volunteer coordinator to increase and enhance social engagement and connection among residents.

**Major Responsibilities: What are the specific responsibilities of this role? What will the student in this role do?**

The Supportive Engagement Partner will be expected to maintain a safe, comfortable, and inviting atmosphere for residents while introducing opportunities for engagement.

Responsibilities may include:

- communicating, engaging and building connections with and between residents
- planning and implementing/leading small group and individual-based social engagement initiatives, such as one on one visits or small-group socials/clubs
- some written documentation and evaluation of participation and engagement
- personally inviting residents to social engagement initiatives or social activities facilitated by the recreation team
- assisting residents in getting to and from social engagement initiatives or social activities facilitated by the recreation team
- data collection initiatives that can be shared with team members to improve person-centered care (e.g. collecting information from residents about their daily routines or mealtime preferences)

Examples of engagement initiatives may include, but are not limited to: going for indoor/outdoor walks with residents, one on one visiting with residents, small-group socials (e.g. a coffee hour, walking club), or facilitating resident's council meetings.

**Skills: This section summarizes qualities that would be valuable to this position and conducive to fulfilling this role.**

The Supportive Engagement Partner must:

- be friendly, outgoing and approachable
- have a positive attitude and excellent interpersonal communication skills
- be a confident and strong leader to facilitate small-group programs
- work well independently and be comfortable taking initiative

**Requirements: What knowledge or experience is required to perform the responsibilities of this role?**

The Supportive Engagement Partner is not required to have previous experience working with older adults or in long-term care. They will be expected to complete training to ensure they have a full understanding of person-centered care, the Ontario Long-Term Care Homes Act and Resident's Bill of Rights, as well as any required training to safely support individuals who need assistance with mobility (such as standing up or walking).

**NATURE AND SCOPE:**

**Contacts: Who are the internal/external contacts that the student in this role will interact with on a regular basis?**

The Supportive Engagement Partner will interact with residents of the home on a daily basis. They will report directly to the Volunteer Coordinator. The Supportive Engagement Partner will frequently interact with other interdisciplinary team members of the home, volunteers, as well as relatives and friends of residents, and other visitors.

**Level of Responsibility: What type of guidance, direction and assistance does the student in this role require? What type of assistance, influence, control or leadership does the student in this role provide to others?**

The Supportive Engagement Partner will receive guidance from their direct supervisor and other interdisciplinary team members. However, the student will be expected to engage with residents and complete tasks independently. The Supportive Engagement Partner does not provide leadership to any other roles within the home.

**Decision Making Authority: What problems may the student in this role have to address?**

The Supportive Engagement Partner may be required to use their judgement when engaging with residents and resolving problems that arise during social activities. Extra support will be available to the student when needed.

**Working Environment: What are the typical working conditions that the student in this role could be exposed to? (e.g. setting, travel, disruption to personal life, exposure to disagreeable situations)**

This Supportive Engagement Partner will be working in a clean and pleasant working environment. They may be exposed to low physical demands related to assisting residents with mobility, such as partially supporting a resident to stand up from a seated position, or while walking with a resident who requires support with balance. The Supportive Engagement Partner may be required to porter residents using wheelchairs. They may experience emotional disruptions due to witnessing the declining health of or grieving residents they built connections with. In this event, extra support will be available to the student.