

ROLE DESCRIPTION: SUPPORTIVE MEALTIME PARTNER

Role Title: Supportive Mealtime Partner

Reports to (individual or department): The student's direct supervisor will be a Food Service Professional working within the Food Service department.

Example schedule: 10:30AM – 2:30PM, 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 Mealtime Partner will work with Food Service Professionals to support the nutrition and dining experience of selected residents living in the home. The student will contribute to the health and quality of life of residents through supporting dining room preparation, meal presentation, dining room service, and designated personal assistance at mealtimes.

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

The Supportive Mealtime Partner will be responsible for working with Food Service Professionals to serve food and beverages according to residents' abilities and preferences while ensuring food safety and sanitation.

Responsibilities may include:

- setting and clearing tables, pouring beverages, and delivering food to residents' tables
- assisting with catering and special events including holidays and cultural celebrations
- assisting residents in getting to and from the dining room before and after mealtimes
- engaging with residents during meal times
- assisting residents in the dining room who need support with eating

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

The Supportive Mealtime Partner must:

- have a positive attitude and good interpersonal communication skills
- work well in an interdisciplinary, team-based environment as well as independently
- be comfortable engaging with residents individually or in small groups at tables
- have great time management skills.

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

The Supportive Mealtime Partner is not required to have previous experience working with older adults or in food service. The student 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 complete any required, role-specific training, such as learning to safely assist a resident who needs social and/or physical support with eating.

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 Mealtime Partner will interact with residents of the home, as well as members of the Food Service team, on a daily basis. The student will report directly to, and be supervised by, a Food Service Professional. The Supportive Mealtime Partner will frequently interact with other interdisciplinary team members of the home, volunteers, as well as family and friends of residents and other visitors to the home.

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 Mealtime Partner will assist and receive guidance from their direct supervisor and other Food Service Professionals they work with, however, the student will be expected to engage with residents and complete tasks independently. The Supportive Mealtime Partner does not provide leadership to any other roles within the home.

Decision Making Authority: What problems may the student in this role be required to address?

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

Working Environment: What are the typical working conditions that the student in this is role could be exposed to? (e.g. setting, exposure to physical/sensory/emotional demands)

The student will be working in a clean and pleasant working environment. They may be exposed to kitchen utensils that could be hazardous if not used with caution. The Supportive Mealtime Partner 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 student may be required to porter residents using wheelchairs. They may experience emotional disruptions due to witnessing the declining health of or grieving residents they have built connections with. In this event, extra support will be available to the student.