



Position Title: Community Dining Volunteer

Department: Community Dining Program

Reports To: Supervisor/Coordinator - Community Dining

Program Description:

Many studies have shown that people enjoy their meals and eat better in the company of others, which helps improve their nutrition. The Seniors' Community Dining Program offers a wonderful opportunity for older adults to interact with their peers, increase their social contacts, eat a delicious meal, and live independently within their community.

Position Summary:

Under supervision and direction from the Community Dining Supervisor and/or other CD staff, the volunteer assists with co-ordinating the organization of meals and establishing logistical routines for food service.

Quality, Health & Safety/Risk Management:

In order to reduce risk to clients, employees, volunteers and the agency, SPRINT Senior Care expects that all employees and volunteers will work within the mandate of their job description, and abide by the policies and procedures of the agency. Each employee is responsible for his/her own safety as well as that of fellow employees. SPRINT Senior care expects every employee and volunteer to work and participate in quality improvement efforts. This is an organizational philosophy that seeks to meet clients' needs and exceed their expectations by using a structured process that selectively identifies and improves all aspects of service.

Training:

- Participate in an orientation session with the Volunteer Coordinator
- Review Community Dining volunteer orientation manual and adhere to policies and guidelines.
- Participate in an onsite orientation session with the staff of the Community Dining Program.

Service Responsibilities:

- To practice basic sanitation, health and safety.
- To help with food preparations.
- To help set tables with dishes and condiments.
- To help decorate the dining room for special events and theme days.
- To greet clients at the door, helping with coats and escorting clients to their table.
- To introduce clients to each other.
- To help serve meals and help make/serve tea and coffee.
- To clear dishes from tables after the clients have finished eating.

- To store dishes after they have been cleaned in the storage cupboard.
- To help with clean up, which will include washing dishes, cleaning kitchen, sanitizing counters, sweeping/mopping floors and taking out the garbage.
- Maintain client confidentiality at all times.
- Interact and socialize with client and willingness to learn about dementia
- Be familiar with emergency procedures.
- Some heavy lifting and bending required.
- Work as a part of a team
- Other duties as assigned

Time, Commitment:

- Be reliable and punctual; if possible notify the Community Dining staff and the Volunteer Coordinator two days in advance if unable to fulfill duties on the pre arranged days so that other arrangements can be made.
- The average time commitment for each dining event is approximately 4-5 hours, although volunteers can also arrange flexible hours within that time, to fit their schedule.
- Evening special events are held monthly – time varies.
- Volunteers should consider a three-month commitment to the program.

Organizational Responsibilities:

- Participates positively and contributes to the positive image of SPRINT Senior Care in the community.
- Adheres to and participates in all SPRINT Senior Care system requirements.
- Account to the Community Dining Program staff for instruction of tasks delegated.

Success Measures:

- Positive feedback from Community Dining staff
- Satisfaction from the volunteer
- Clients pleased with service

Benefits and Challenges:

- Helping seniors in the community
- Developing new friendships
- Complimentary lunch/supper
- Communicating with persons with dementia may be a challenge (training will be provided)

Qualifications:

- Must be 14 years of age or older
- Good interpersonal skills
- Basic food handling knowledge/skills
- Basic sanitation, health and safety

- Ability to exercise sound judgement and focus on the needs of an elderly person or an individual with disabilities
- Ability to be patient, understanding and compassionate
- Satisfactory Police Records check

Updated June 2013

