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Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

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CAJE REFERENCE **0188**

DATE APPROVED **15/09/2016**

Reviewed **16/05/2022**

JOB DESCRIPTION

JOB DETAILS

Job Title: Community Dietitian

Pay Band: Band 6

Directorate: Dietetics

Department: Dietetics

ORGANISATIONAL ARRANGEMENTS

Accountable to: Managerially - Joint Head of Dietetics
Reporting to - Clinical Lead Stroke and Neurology
Professionally - Joint Head of Dietetics

Responsible For: Nominated students, dietetic assistants.

JOB SUMMARY / PURPOSE

Manages a clinical caseload of adults with varied and complex health needs in the community ensuring effective prioritization and caseload management.

Provides and In-reach responsive service to secondary care to support seamless care along the patient pathway including flexible cover when required.

Supports, plans, delivers and evaluates training and educational sessions across the community and wider MDT in line with service targets and the All Wales Community in Nutrition Settings Pathway (WG 2011).

Works as an integral part of the community multi-disciplinary team and with families, carers and networking around the client as appropriate.

Uses specialist clinical adult dietetic knowledge and skills: assessing, planning, implementing treatment and delivering dietetic interventions to patients with a range of complex health needs.

Contributes to the work of designated dietetic services and supports the development and implementation of policy, guidance and standards within the acute and community dietetic service.

MAIN DUTIES AND RESPONSIBILITIES

Autonomously manages a varied and complex caseload working as part of the multi-disciplinary team to provide a specialist dietetic advice in relation to nutritional management and to produce a coordinated plan of care.

Demonstrates autonomous clinical judgement where expert opinion differs due to an ambiguous or absent evidence base to formulate.

Assesses and interprets medical diagnoses and changes in medical condition of individual patients and understands how this affects nutritional managements.

Assesses and interprets biochemical indices and relates this to the patient's nutritional management to provide highly specialized advice which may involve complex numerical calculations.

Delivers dietetic care in a variety of settings including community, acute, out-patient settings and delivers both one to one care, input into multidisciplinary team meetings and group work to staff/ patients as and when required.

Works and coordinates dietetic care for patients with complex needs working closely with the MDT within and across the Health Board to manage clients as required.

Uses specialist knowledge and critical appraisal skills to make clinical judgements in complex case management and formulates dietetic care based on best practice.

Evaluates dietetic and multi-disciplinary interventions and outcomes to ensure delivery of optimally effective and patient focused dietetic services, highlighting issues and pressures pro-actively suggesting improvements to services.

Identifies and actions cases that require more specialized interventions and or referral to other services e.g. Community Mental Health Team, Tertiary Centre.

Undertakes critical analysis/ appraisal of current research in relation to specialist areas to enable evidence based focus to delivery of dietetic care and development of dietetic services.

Contributes to maintaining clinical standards in line with best practice.

Contributes to the development of adult dietetic services as an integral part of the dietetic and multi-disciplinary teams.

Actively participates in clinical supervision and contributes to the delivery of clinical supervision of junior dietetic staff in the areas of specialty as required.

Participates in audit/ research within the service and multi-disciplinary teams.

Works in partnership with other agencies to promote and support optimal nutritional and seamless care for client groups e.g. local public health team, local authority and social care.

Maintains a clear understanding of the philosophy and theories of underpinning dietetics and the role and responsibilities of the post and is able to explain and demonstrate these to new and less experienced employees/ students.

Contributes to dietetic cover within the service as required, this may include providing cross site cover within the Health Board.

Keeps robust data and outcomes for area of service delivery in line with the Dietetic service outcomes framework.

Communications

Communicates highly complex, sensitive condition related information from assessment to clients, families, carers and multidisciplinary/ agency team members and other professionals.

Demonstrates empathy with clients, carers and families, ensuring that effective communication is achieved often where barriers to understanding exist e.g. individuals with emotional, education, psychological difficulties.

Communicates complex, sensitive condition related information to clients, carers, families and the multidisciplinary/ agency team with regard to dietetic therapy using highly developed communication skills.

Works closely with individuals, families, carers and multidisciplinary team members negotiating and decision making in relation to therapeutic management and evaluating outcomes.

Contributes to clinical teams by discussing own and others input around a client's needs to produce/ follow a coordinated care plan.

Empowers clients and their families/ carers to make informed decisions with regard to nutritional therapy and lifestyle change.

Uses the skills of motivation in engaging individuals including motivational interviewing techniques, negotiation of change and counseling as a fundamental component of the clinical role.

Formulates and presents accurate reports/ feedback in relation to dietetic care/ assessment, nutritional status and dietary manipulation required to inform others of the nutritional/ dietetic plan.

Makes presentations at conferences and courses, including teaching other professionals in relations to specialist area of dietetics.

Has the ability to comment on behalf of the service on proposed service/ policy developments in relation to area of dietetics specialty.

Influences the care provided by others through provision of nutritional guidance in line with best practice and evidence base to achieve a consistent approach. This may be through involvement in formal teaching.

Service Improvement and Quality

Contributes to the development and implementation of standards, policies and services (local and national) within the dietetic service, and multi-disciplinary teams and the Health Board in relation to identified areas of dietetics.

Participates in the implementation, evaluation, planning and development of dietetic services.

Coordinates activity of more than one discipline/ other colleagues in certain circumstances e.g. when taking a lead in a complex case

Monitors own areas of service delivery suggesting appropriate action to address service deficit / developments needed in consultation with clinical lead / service lead/ head of service

Contributes to planned initiatives within adult dietetics e.g. promotional work, study days, training events, seminars

Works to support clinical leads and service lead to initiate appropriate action to address service deficits and identify opportunities for development in relation to national guidance and good practice

Supports the development of reliable outcome measurement for service, using validated tools where possible

Supports the development of care pathways, local clinical guidelines and protocols informed by evidence.

Takes the delegated lead on development of a particular objective or project in liaison with peers and assumes delegated responsibilities within the project framework e.g. development of a teaching resource.

Personal and People Development

Prepares for and takes on active part in the PDR process in accordance with organization policy in partnership with reviewer, identifies opportunities to develop own competence/ own skills in order to achieve objectives.

Provides specialist training and undertakes presentations to groups and individuals including health professionals in area of clinical specialty.

Reflects on practice using critical appraisal skills both individually and with peers/mentors and identifies own strengths and development needs.

Develops and maintains a personal development portfolio, to meet the requirements of the BDA and HPC.

Agrees learning strategies to meet training and developmental requirements.

Manages own knowledge base through for example: membership of Specialist Interest Groups, etc.

Facilitates the development of others e.g. support workers, students, medical staff in relation to nutrition and dietetics.

Delivers formal teaching, mentoring, clinical supervision and support

Supports others effectively during times of change and works with others to overcome problems and tensions as they arise and ensure that own work load is managed effectively, supporting others to achieve the same.

Influences the care provided by other Health and Social Care professions through provision of guidance and involvement in formal teaching.

Health, Safety and Security

Attends statutory / mandatory training.

Acts within National, professional, Health Board and dietetic service specific legislation, policies and procedures.

Highlights and reports risks, hazards and incidents in line with Health Board policy and supports the identification and management of risks within own area of dietetics

Understands, promotes and undertakes the safe use of equipment including appropriate infection control issues.

Information Processing

Maintains accurate and comprehensive dietetic records (and medical / nursing / MDT records) in line with Professional BDA and HPC requirements and the requirements of the dietetic service and HB

Maintains accurate and up to date patient contact data and other data as required by the service and in line with the Dietetic service outcomes framework.

Contributes required data to inform service and multi-disciplinary audit / research

Undertakes as delegated/ contributes to clinical audit in area of work

Able to produce patient reports and relevant service reports to inform the wider service / team as required

Delegates own administration tasks to appropriate administrative staff within the service

Resources

Exercises good personal time management, punctuality and has consistent reliable attendance in accordance with Health Board policies.

Understands the need to manage time and resources to maximum effect e.g. delivering dietetic services in line with the wider dietetic and multi disciplinary team, prioritizing own caseload, managing own time and working to deadlines and encouraging others to do the same.

Ensures that adequate stocks of equipment dietary items and resources are available for assessment and treatment of patients and facilitates reordering.

Identifies equipment needs within a defined clinical area e.g. weighing scales, teaching materials.

Through promotion of a food first approach supports effective and efficient use of oral nutritional supplements.

Equality and Diversity

Ensures that equality and diversity issues are recognised and addressed in accordance with legislation, policies and procedures.

Effort and Environmental

Required to carry equipment to support weighing clients in the community.

Pushes trolley with notes/ dietetic/ teaching equipment to support education/ training/ group sessions

Contributes to student training routinely including assessments in specific area of practice.

Dietetic interventions as core part of the role.

Analyse basic statistical data when contributing to clinical audit.

Required to operate weighing equipment e.g. ramp scales.

Required to prepare reports for continuing care funding/ POVA cases.

Check documents as part of HETF documentation for discharge/ change of regimens.

Will drive from site to site/ clinic settings/ on community visits/ group session delivery.

Calculate individual patient nutritional requirements.

May have to advise patients/ carers of need for artificial nutrition support/ of life long dietary change due to clinical condition.

As part of the wider MD team manage the nutritional care of the terminally ill patient.

May meet resistance to change/ may have to deal with distressed family.

It is sometimes necessary to deal with challenging behaviour e.g. working with a family who are resistant to engaging/ not recognizing level of concern by HCP.

Works in clinical areas/ patient home environment where smells/ odours are expected at times.

Works in clinical ward areas/ patient's home environment where patients might be experiencing nausea, vomiting/ diarrhoea.

Potential for post holder to have to deal with aggressive verbal behaviour in an outpatient clinic/ on the telephone with limited support immediately available.

Potential for post holder to have to deal with aggressive physical behaviour in an outpatient clinic/ on a planned community visit.

General

Other tasks and duties may be determined by appropriate line manager as the role develops

PERSON SPECIFICATION

| ATTRIBUTES | ESSENTIAL | DESIRABLE | METHOD OF ASSESSMENT |
|-------------------------------------|---|---|---|
| Experience | <p>Demonstrate clinical experience in adult dietetics</p> <p>Experience of working in acute, community and outpatient settings to deliver dietetic care.</p> <p>Experience of delivering training and educational sessions to staff and group education to patients.</p> <p>Evidence of working as part of multidisciplinary teams.</p> <p>Evidence of involvement in development work in dietetic services e.g. audit, implementing a change in practice, delivering a new dietetic intervention</p> <p>Experience of clinical audit</p> | <p>Experience of delegating work to and supporting/ supervising support workers/ students/ junior dietetic staff</p> <p>Experience of service change</p> <p>Experience of research</p> <p>Experience of delivering project work</p> | <p>Application Form</p> <p>Interview</p> <p>References</p> |
| Qualifications and Knowledge | <p>Recognised degree in dietetics with state registration</p> <p>H. C.P.C. Registration</p> <p>Evidence of attendance on accredited specialist courses and or advanced training in relation to dietetics at postgraduate diploma level</p> <p>Demonstrates consolidated clinical dietetic knowledge and skills in the field of adult dietetics</p> <p>Has developed specialist knowledge as evidenced by dietetics qualification and additional formal learning/ demonstrable experience in adult acute and community dietetics.</p> | <p>Clinical supervisory skills training</p> <p>Other professional technical or academic qualification which relate to area of clinical dietetic practice</p> <p>ECDL</p> | <p>Certificates</p> <p>CPD portfolio</p> <p>Application Form</p> <p>Interview</p> <p>References</p> |

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| | <p>Skills in behavioral change approaches including motivational interviewing.</p> <p>Demonstrates good knowledge of, and ability to apply, evidence base in relation to dietetic practice and development of practice</p> <p>Critical appraisal skills: knowledge of current and emerging evidence base, national and professional policy, guidance and the best practice in the delivery and development of the specialist area of dietetic work</p> <p>Well established clinical problem solving skills</p> <p>Demonstrates effective organisational skills including prioritization of workload, effective caseload management</p> <p>Well established teaching and presentation skills</p> | | |
| Aptitude and abilities | <p>Demonstrates excellent communication skills</p> <p>Actively engaged in own CPD & proactive in identifying own development needs</p> <p>Reflective practitioner</p> <p>IT proficient</p> <p>Maintains all clinical recording and communication to a high standard</p> <p>Strong interpersonal skills</p> <p>Team player</p> <p>Practical</p> <p>Self motivated</p> <p>Approachable</p> | | Interview References |

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|------------------------|---|--|-------------------------------|
| Circumstances | Ability to travel between sites in a timely manner Flexible approach to needs of the service | | Application Form |
| Other | Interested in the pro-active development of dietetic services | Health care & Nutrition | Interview References |
| Language Skills | | Welsh speaker (Level 1) <i>Full details around the expectations associated with level 1 may be found at the bottom of this page</i> | Application Form Interview |
| Values | Ability to embrace the following personal values and behaviours on a daily basis - <ul style="list-style-type: none"> • Dignity, Respect and Fairness • Integrity, Openness and Honesty • Caring, Kindness and Compassion Ability to demonstrate a commitment to our organisational values - <ul style="list-style-type: none"> • Working together to be the best we can be • Striving to develop and deliver excellent services • Putting people at the heart of everything we do | | Interview |

Level 1 Welsh

(Please note that for this particular post level 1 in spoken Welsh is desirable but not essential)

Listening/Speaking: Pronounce Welsh words, place names, department names, etc. Greet and understand a greeting. Use basic every day words and phrases, e.g. thank you, please, excuse me, etc. Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...'. State simple requests and follow up with extra questions / requests in a limited way.

Reading/Understanding: Understand simple key words and sentences on familiar / predictable matters relating to own job area, e.g. on signs, in letters.

Writing: Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.

GENERIC STATEMENTS

NHS CODE OF CONDUCT FOR MANAGERS

**** For Managers only:**

The post holder will be expected to adhere to the standards laid down in the NHS Code of Conduct for Managers and at all times act in a manner that reflects and promotes the values of the HB. The post holder must ensure all activity and service objectives are effectively met in compliance with HBs standing orders and SFIs, scheme of delegated authority and employment legislation.

REGISTERED HEALTH PROFESSIONAL

**** For Registered Health Professionals only:**

All staff who are members of a regulatory body must comply with standards of professional practice/conduct. It is the postholders responsibility to ensure they are both familiar with and adhere to these requirements.

HEALTHCARE SUPPORT WORKERS

**** For Healthcare Support Workers only:**

All healthcare support workers should be familiar with and must comply with the Code of Conduct for Healthcare Support Workers in Wales.

COMPETENCE

The post holder is required to participate in the Hywel Dda PDR process and work towards meeting identified development needs. The postholder is required to demonstrate on-going continuous professional development. At no time should the postholder work outside their defined level of competence. If the postholder has concerns regarding this they should immediately discuss this with their Manager/Supervisor/Consultant. The postholder has the responsibility to inform those supervising their duties if they are not competent to perform a duty.

TEAM BRIEF

The post holder is required to actively participate in Hywel Dda Team Briefing in order to aid communication within the Health Board. Managers and supervisors will regularly deliver the Team Brief verbally to their own staff teams by means of a Core Brief and additional departmental information.

RISK MANAGEMENT/HEALTH & SAFETY

The postholder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the Hywel Dda. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice. The postholder has the responsibility for monitoring the progress on action plans in relation to risk, health and safety. The postholder has the responsibility for the development of risk profiles and a risk register within their area of responsibility. The postholder has the responsibility for developing systems to monitor performance against agreed performance indicators.

HARRASSMENT & BULLYING

The HB condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff is requested to report any form of harassment and bullying to their line manager or to any Director of the HB.

RECORDS MANAGEMENT

The postholder has the responsibility for timely and accurate record keeping and where appropriate in accordance with professional guidelines. The postholder has the responsibility for the creation and maintenance of records in accordance with Hywel Dda policy and the data protection act.

FLEXIBILITY STATEMENT

The developing and rapidly changing nature of the organisation will require considerable flexibility from the post holder. This job description indicates the main functions and responsibilities for the post and is not intended to be a fully inclusive list and the duties and responsibilities specified in this job description are subject to change as the needs of the HB evolve. On agreement with the post holder, this job description will be amended, as necessary, in the event of future organisational and professional changes and/or personal development.

CONFIDENTIALITY

All staff may have access to confidential information about patients, staff or health service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and /or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

EQUAL OPPORTUNITIES

Hywel Dda University Health Board is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff, patients and others reflects their individual needs and that individuals or groups will not face discrimination, harassment or victimisation, or be treated less favourably on the basis of sex, pregnancy and maternity, gender reassignment, disability, race, age, sexual orientation, religion and belief, family circumstances including marriage and civil partnership. To this end, the UHB has an Equality and Diversity Policy and Equality Impact Assessment Policy and Procedure and it is for each employee to contribute to enacting these policies.

OUTSIDE EMPLOYMENT/OUTSIDE INTERESTS

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of the HB.

ENVIRONMENTAL

The Hywel Dda Health Board is committed to its environmental responsibilities. The Board recognizes that its activities, including energy consumption, waste generation, transportation emissions, water use and resource consumption, have a significant impact on the environment. As an integral part of its commitment to ensure high quality patient care, all staff have a responsibility to adhere to environmental policy and procedure at both an organisational level and within their own area of work to ensure legal compliance. Staff will do their utmost to minimize the environmental impacts of Health Board activities and services, and seek to continually improve operations to minimize their environmental effects. Staff should take note of relevant communications and attend mandatory training when required.

SMOKE FREE POLICY

All Health Board sites and premises and grounds are designated as smoke free areas. This policy applies to all staff, contractors/service providers, patients*, visitors and the public.

***Those patients staying in residential mental health units will be exempt under the Smoke-Free Premises (etc) Wales Regulations 2007.**

SAFEGUARDING ADULTS AND CHILDREN

Every employee of the Health Board, whatever their job, role, profession, status or place of work, paid or voluntary, has a responsibility for Safeguarding both adults and children. Staff must:

- Understand the nature of abuse and how children and adults might be at risk of harm and neglect.
- Understand their own safeguarding responsibilities and what actions they may need to take.
- Know where they can access local policies and procedures in relation to Safeguarding Children and Safeguarding Adults.
- Report allegations or suspicions of abuse to their line manager, including suspicions about a colleague or manager, irrespective of their status, profession or authority. This includes whistle-blowing
- Know how to make a Safeguarding referral to Social Services and/or the Police for both adults and children to report allegations or if they have concerns.
- Know what services, advice and support are available locally to vulnerable children and adults and how to access help needed.

INFECTION CONTROL

"The document Commitment to Purpose: Eliminating Preventable Healthcare Associated Infection: A Framework of actions for healthcare organisations in Wales stipulates that all staff must understand their responsibility and accountability for Infection Prevention & Control and the Health Board must be assured of this on an ongoing basis". IP&C is the personal and individual responsibility of all Health Board staff. All staff have a responsibility to protect and safeguard patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing, Health Board Infection Prevention & Control Policies and procedures; and best practice guidance in order to maintain high standards of Infection Prevention & control.

GENERAL

The postholder needs to ensure they are familiar with their terms and conditions of service.