

## JOB DESCRIPTION

### JOB DETAILS

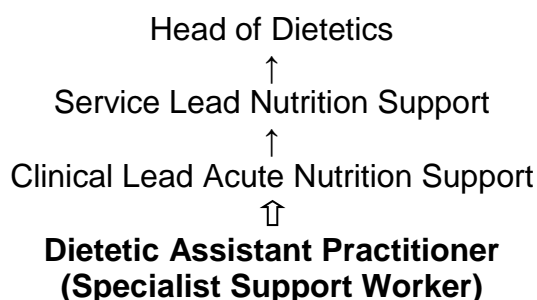
<b>Job Title:</b>	Dietetic Assistant Practitioner - Adult Nutrition Support
<b>Pay Band:</b>	4
<b>Directorate:</b>	Therapy and Health Sciences
<b>Department:</b>	Dietetics

### ORGANISATIONAL ARRANGEMENTS

**Managerially Accountable To:** Clinical lead Nutritional Support

**Reports to:** Registered Dietitian(s)

#### Organisational chart



### JOB SUMMARY / PURPOSE

Support the delivery of a variety of specialist nutrition and dietetic treatments and interventions requiring specific nutrition and dietetic skills and in-depth nutrition knowledge.

Undertake simple patient nutrition and dietetic assessment and review as a member of the acute dietetic team in line with agreed guidelines, protocols and care pathways.

Develop and modify nutritional care plans for patients with predictable recovery / deterioration.

Work as a member of the acute Dietetic team support the monitoring and evaluation of nutrition and dietetic interventions in line with prescribed care.

Demonstrate significant knowledge of nutrition and dietetics and the impact of the patient medical condition in order to adapt any nutrition and dietetic guidance given and use initiative appropriately based on presentation.

Problem-solve to reduce the impact of nutrition related issues on patient outcomes.

Support timely and effective patient transition from hospital to the community ensuring nutrition and dietetic intervention is facilitated and supported on transfer of care / discharge.

Work in partnership with the ward nursing, catering and hotel services teams to ensure nutrition and dietetic therapeutic intervention is effectively facilitated and to actively support improvements in ward based nutritional care.

Evaluate the effectiveness of nutrition interventions and care, including monitoring of systems and processes undertaken by teams outside of dietetics.

Facilitate the registration of patients on Home Enteral Tube Feeding ensuring the coordination of training, management of enteral feeding equipment, ancillaries and safe coordination of equipment and resources on discharge. Oversee stock and ordering of nutrition specific products within the department.

Deliver scripted education and training sessions to a range of staff groups and / or patient groups and support the dietetic team with planning, delivery and evaluation of nutrition related training and education.

## **MAIN DUTIES AND RESPONSIBILITIES**

### **Clinical Practice**

Carry out simple assessments, designated treatment planning, interventions and discharge planning with individual or groups of patients following agreed guidelines, protocols, care pathways and guidance.

Provide nutrition and dietetic information to patients, carers, health and care team members, external partners and the general public following agreed pathways and protocols.

Communicate and liaise effectively with a range of people to inform or advice on the nutrition and dietetic care plan devised by the Dietitian, for example monitoring consumption of food and prescribed products; advising on availability and suitability of therapeutic menus and suggesting substitute food products.

Alert the dietitian to deviations from planned interventions and outcomes. Act independently to minimize any immediate risks to patient safety until further professional assessments are completed

Liaise with patients, health and care staff and carers to problem solve nutritional issues impacting on patient nutritional care.

Provide support to individual patients and carers. This will involve recording clinical biochemistry, monitoring anthropometrics, screening, nutritional intake, gathering and using relevant patient related data and compliance with treatment plans, working within department guidelines and protocols.

Undertake anthropometric measurements and ongoing monitoring of dietetic interventions as part of agreed dietetic care plan.

Undertake, and report on, nutrition and dietary assessments using an IT Package.

Reliably represent the dietetic team relaying patient information for example participating in multidisciplinary case meetings and discharge planning.

Prioritise own clinical activity, effectively manage own time and work to deadlines

Demonstrates empathy with patients, their families and carers ensuring effective communication is achieved often when barriers to understanding exist.

Supports the empowerment of patients and carers to enable them to make informed decisions about the choices available within the parameters of the plan of care.

Delivers scripted nutrition related training and education to a range of other staff groups, models good practice in delivery of nutritional care and actively supports multi-disciplinary teams with quality improvement work in relation to nutritional care.

Balances professional issues such as confidentiality and duty of care.

Is an active member of service development and education and training programmes, including delivering and receiving training.

Performs clinical administrative duties such as entering and monitoring clinical activity and dietetic outcomes on IT systems, evaluating training and education and performing dietary analysis.

### **Service Management and Service Development**

Adheres to the Nutrition and Dietetic service plan.

Works in line with Dietetic standards, guideline and processes, national and local policies and procedures.

Contributes as appropriate to the development of service policies and procedures.

Participates in standard setting and updating of the Department resources in conjunction with colleagues.

Assists in the production of high quality resources, teaching packs and audiovisual aids.

Active involvement with the clinical governance activities of the Department.

Supports delivery of quality improvement work in nutritional care.

## **Communication**

Demonstrate effective communication skills with a range of multidisciplinary and multiagency teams, other staff members, patients and carers to ensure coordinated service delivery and nutritional care.

Establish and maintain appropriate therapeutic relationship with patients and or carers putting them at ease and encouraging participation.

Escalates any issues regarding patients' therapeutic intervention to the Dietitian /dietetic team.

Work collaboratively with the multidisciplinary team and other service providers including ward teams, catering teams etc.

Possess motivational and reassurance skills even when there is a barrier to communication.

Communicate sensitive condition-related information with patients, carers, families and the multi-disciplinary team and other professionals.

Supports negotiation with carers / clients / others around individual case management.

Provide feedback on interventions at agreed intervals in a clear and concise manner.

Returns calls /sends out information relating to patients and or the service provided in consultation with the Dietitian. Answers telephone queries from patients, wards and other departments.

Uses clinical judgement and skills to report any changes in the patient condition to the Dietitian and / or relevant member of the MDT.

Clearly document progress of patients in patient records related to their individual Nutrition and Dietetic care plan in line with standards.

Communicate goals and progress of nutritional care plan by writing in dietetic records and/ or by verbal communication.

Promptly report to the Dietitian any difficulties in performing their duties.

Communicate with the public via telephone or face to face, requiring effective communication, sometimes with people who have communication difficulties, barriers to understanding, or who may be distressed.

Communicate effectively with patients / carers, demonstrating empathy and understanding of individual needs. Establish a relationship of trust and respect with patients which will enable them to discuss their issues in an open and honest manner.

Persuade, guide and encourage patients to comply with nutritional intervention, treatment or advice, using developed communication skills.

Teach groups of patients on general nutrition topics such as food first nutritional support.

Liaise with other agencies as necessary such as home meal delivery services, local pharmacies, GPs, Social Services, providing them with appropriate patient information.

Communicate effectively patient progress during multidisciplinary review meetings where the client / carer may be present, at times representing the Dietitian in his/her absence.

Communicate effectively and in a timely manner with professional members of the service regarding patient progress, concerns, completed interventions and changes in stage of care plan.

### **Administrative and Resource Management**

Completes clinical administration tasks relating to the referral, treatment and discharge of patients.

Documents patient activity data in accordance with professional and organisational standards and policies.

Supports the Dietetic team with administrative tasks such as contacting patients, confirming appointments, scheduling training sessions etc

Supports the Dietetic team to register patients with the Home Enteral Feeding Service, order appropriate ancillary items / make changes to enteral feeding prescriptions and request prescriptions via the GP for prescribed products as delegated by the Dietitian.

Collates statistical data, supports audit work and provides reports as requested.

Orders and updates resources and equipment as required by the Dietetic service and maintains stock levels.

Supports the Dietitian with the production of training materials / resources for talks/ educational stands and promotional events and supports the delivery of the same.

### **Professional Development**

Identifies areas for own personal/professional development evidenced by personal development plan/personal portfolio.

Undertakes training and education as defined by the Dietetic service

Through supervision reflects on practice against guidance given.

Actively seeks opportunities to develop knowledge and skills.

Acquainted with and assists in the application of outcome measures and indicators.

### **Training and Education**

Provides a broad outline of the nutrition and dietetic service to visitors, students and volunteers and supports induction of team members.

Supports the delivery of training and education as delegated by the Dietitian.

Independently delivers scripted nutrition education and training to staff from other disciplines.

Contributes to the development of dietetic assistants, students and volunteers.

**Equality and Diversity**

Actively promotes equality of opportunity and diversity in all areas of work.

Undertakes all work, and supports others to work, in a way that recognizes, accommodates and values equality and diversity, for example appropriately accommodating individual's language, cultural and religious needs including diet and nutrition.

**General**

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

## PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Qualifications and Knowledge</b>	<p>Nutrition, health or other relevant qualification equivalent to a minimum of 120 credits at level 4</p> <p><u>or</u></p> <p>NVQ or diploma level 3 or equivalent and prepared to complete 120 credits at level 4 relevant to role within 2 years of appointment with equivalent level 4 experience</p> <p>GCSE Maths and English ( grade A-C) or Essential skills in Wales (ESiW)</p> <p>Good command of English Language and can apply basic Maths</p> <p>IT proficient</p> <p>Knowledge and understanding of the evidence-base underpinning nutrition in healthcare</p>	<p>Level 4 Therapy Apprenticeship</p> <p>Relevant courses to support nutrition / clinical work</p> <p>IT knowledge of data collection systems</p> <p>Professional, technical or academic qualification which relate to nutrition or clinical practice up to 180 credits Level 4.</p>	<p>Application</p> <p>Certificates</p>
<b>Experience</b>	<p>Experience in healthcare, well-being, nutrition or as a support worker in nursing or therapy service or associated field.</p> <p>Has the ability to work unsupervised taking responsibility for a delegated workload.</p> <p>Ability to work effectively in a team.</p> <p>Understands the role of healthcare staff in relation to nutritional care.</p>	<p>Dietetic support worker</p> <p>Additional clinical or health care related experience</p> <p>Experience of working with groups of patients</p> <p>Supervision of staff</p>	<p>Application form</p> <p>Interview</p>
<b>Aptitude and abilities</b>	<p>Ability to embrace the following personal values and behaviours on a daily basis -</p>	<p>Delivery of education or training</p>	<p>Interview</p> <p>Application</p>

	<ul style="list-style-type: none"> <li>• Dignity, Respect and Fairness</li> <li>• Integrity, Openness and Honesty</li> <li>• Caring, Kindness and Compassion</li> </ul> <p>Ability to demonstrate a commitment to our organisational values -</p> <ul style="list-style-type: none"> <li>• Working together to be the best we can be</li> <li>• Striving to develop and deliver excellent services</li> <li>• Putting people at the heart of everything we do</li> </ul> <p>Good organization skills</p> <p>Demonstrates good verbal and written communication skills</p> <p>Basic teaching / presentation skills</p> <p>Able to work effectively in a team</p> <p>Good interpersonal skills</p> <p>Good time management</p> <p>Evidence of initiative</p> <p>Problem solver</p> <p>Possess motivational and reassurance skills</p> <p>Ability to document information clearly and concisely</p>	Motivational interviewing / behaviour change skills	
<b>Language Skills</b>		<p>Welsh Speaker (Level 1)</p> <p><i>Full details around the expectations associated with level 1 may be found at the bottom of this page</i></p>	
<b>Circumstances</b>	Calm & confident		



	Adaptive skills; welcoming of new opportunities  Commitment and well motivated  Ability to cope well under pressure  Friendly, approachable and reliable  Caring and empathetic nature  Ability to use own initiative  Ability to plan and prioritise workload  Demonstrates a keen interest in nutrition and dietetics		
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### **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.

### **OUR VALUES**

Hywel Dda University Health Board is a values driven organisation. The post holder is expected to uphold our values of dignity, respect, fairness, integrity, honesty, openness and caring, kindness & compassion underpin a behaviour framework which are supported by our organisational values of

- ☐ Putting people at the heart of everything we do
- ☐ Working together to be the best we can be
- ☐ Striving to deliver & develop excellent services

### **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.