

Job description (AFC: JM062/24)

Job title:	Lead Dietitian, Food First	
Clinical Service Unit:	Therapy Services	
Division:	Core Clinical Services	
Corporate Area:	Core Clinical	
Salary band:	Band 7	
Responsible to:	Dietetic Service Lead	
Accountable to:	Head of Therapies	
Hours per week	37.5 hours	
Location:	MKUH	
Manages:	Direct reports:	Food First Dietitian Food First Dietetic Assistant Practitioners
	Indirect reports:	

Milton Keynes Hospital Standards, Commitments and Behaviours

By living up to our values of We Care, We Communicate, We Collaborate, and We Contribute we deliver more than just a quality patient experience because we:

- Deliver safe effective and high-quality care for every patient. We treat everyone who uses our services with dignity, respect and compassion and we treat each other as we would wish to be treated ourselves.
- We say #hellomynameis, we keep patients informed, involved, and engaged in their treatment and care; and each other about what's happening in our hospital. We know we can speak up to make sure our hospital is safe, and our patients are well cared for.
- We are #teamMKUH We work together and with GP's, primary care, community care, social care and mental health providers and other hospitals to deliver great care and services for people in Milton Keynes, Buckinghamshire and beyond.
- We develop goals and objectives in support of the hospital's vision and strategy. We are willing to join and play our part to make our hospital the best it can be. We acknowledge and share best practice so that others can learn what works well and we learn from others so that we keep improving the services we provide.

Aim of the role

- Develop, lead, and coordinate a Food First team in Milton Keynes.
- The post holder will have knowledge of emerging clinical developments, provide advice to inform service development in the speciality in support of the Dietetic Service Lead.
- To demonstrate and role model specialist clinical assessment and treatment skills for an agreed caseload of patients.
- To continually review staffing levels/skill mix in accordance with the changing needs of the service and informing the Dietetic Service Lead of any problems that may arise.
- To act as a source of expertise in specialist area for patients, carers, medical staff and other health professionals, prescribing support team, GPs and colleagues.

Key working relationships

Internally

- Divisional Team
- Medical & Nursing Teams
- Allied Health Professionals
- Operations Team-Clinical Site Managers/Bed Managers
- Discharge Coordinators
- Other wards /Department

Externally

- External Agencies- Community Care/Social Care/Milton Keynes Council
- District Nurses
- Ambulance Service
- BLMK Medicines Optimisation Team
- GP practices / PCN's
- Other hospitals
- ICB

Main duties and responsibilities

Leadership and Management

- To provide clinical and managerial leadership to the Food First team by working collaboratively with other Lead Dietitians and the Dietetic Service Lead.
- To plan and co-ordinate the day-to-day provision of Food First team
- To provide leadership and oversight for the care home programme which works with all care homes for older people to meet and maintain the Care Quality Commission's (CQC) regulation 14 (meeting nutritional and hydration needs) and Enhanced Health in Care Homes (EHCH) priorities.

- To act as the point of contact and source of expertise for internal and external enquiries to the service concerning your areas of expertise.
- To deliver, evaluate and support the Food First approach and programme – including training health and social care staff, seeking the views and input of key stakeholders and auditing of current practice.
- Working with the Dietetic Service Lead, to report to commissioners on service delivery and outcomes.
- On an ad hoc basis you may be required to deputise for the Dietetic Service Lead in their absence and to support them in the delivery and development of area of clinical speciality.
- To contribute to the development a Therapy & Dietetic Services vision and strategy in conjunction with the wider Trust and other divisional strategies, ensuring that opportunities for development and collaborative working are promoted.
- To be responsible for the management of staff rotas and leave for staff in the team.
- To ensure efficient time management of team to meet performance targets.
- To be responsible for determining safe staffing levels in conjunction with the Dietetic Service Lead.
- To make recommendations for relevant skill mix of staff to meet service needs.
- To participate in the development of staff by undertaking annual appraisals and objective setting for staff within area of speciality.
- To recognise and monitor any performance issues of staff adhering to the Trust's informal and formal HR policies.
- To contribute to the development of annual plans for therapy service and area of speciality, participating in the completion of objectives and support new service developments and business plans with consideration of income generation opportunities.
- To participate in the investigation of informal complaints within own area with support from the Dietetic Service Lead, providing evidence as required to formulate a trust response.
- To participate in the development of Divisional and Trust policies, ensuring that they reflect the strategic plans of the Trust.
- To lead on the management of staff sickness/absence with support from the Dietetic Service Lead adhering to the Trust's informal and formal HR policies and to identify symptoms of stress and manage these accordingly
- To have an awareness of budgets, ensuring effective and efficient use of resources and to be an authorised signatory for staff timesheets and mileage as delegated by the Dietetic Service Lead.
- To uphold professional and Trust values and ethics.
- To be responsible for the supervision, training and co-ordination of staff, students and assistants on a daily basis.
- To identify and address training needs of staff within the department and specialist area.
- To contribute to the recruitment and retention of staff, including interview processes and induction of new staff

Clinical Practice

- To be professionally and legally accountable for all aspects of your own work, ensuring a high standard of clinical care for the patients under your management by supporting more junior staff to do likewise.
- To accept clinical responsibility for a designated caseload of community patients and to organise this effectively and efficiently regarding clinical priorities and use of time. To oversee the caseloads of more junior staff.
- To undertake comprehensive specialist assessment, treatment and discharge of patients including those with diverse and complex presentations and multiple pathologies. Use specialist clinical reasoning, evidence-based practice, investigative and analytical skills.
- To engage service users in treatment planning decisions, in line with their individual goals. Implement individual or group interventions in collaboration with the patient to achieve specific goals. Support junior staff to do likewise.
- To evaluate patient progress, reassess and alter treatment programmes at each contact as required, using standardised outcome measures where appropriate. Encourage and support junior staff in the use of appropriate outcome measures. Analyse and respond to data produced.
- To use a range of verbal and non-verbal communication tools to communicate effectively with patients and carers, including with patients and carers who may have communication difficulties, sensory impairments or who may be unable to accept diagnosis.
- To provide specialist advice, teaching, training and instruction to patients, relatives, carers, and other professionals, to promote understanding of the aims of treatment, and to ensure a consistent approach to patient care.
- To assess capacity, gain valid informed consent and have the capacity to work within a legal framework with patients who lack capacity to consent to treatment.
- To promote integrated working and contribute to the delivery of holistic care by actively participating in multi-disciplinary team (MDT) meetings, liaising with health professionals and relatives as appropriate to optimise patient experience and care. Provide specialist written reports as required.
- To communicate complex condition related information from assessment to patients, other healthcare professionals, carers, and families, within the bounds of confidentiality, agreeing decision making relevant to the patient management.
- Provide specialist and highly specialist advice to senior colleagues and other health professionals, both internal and external to the Trust.
- When working as a lone practitioner ensure clinical supervision is maintained and Trust Lone Worker Policy is followed as applicable to role.
- To act as an advocate for nutrition across health and social care and to articulate the needs of those at most nutritional risk due to inequalities in health.
- To be involved in the on-going development and delivery of group education sessions for qualified and unqualified carers.

- To advise medical and pharmacy teams on appropriate prescription, follow up and monitoring of ACBS approved nutritional supplements, based on available evidence including assessment of individual clinical needs.

Professional Duties

- To maintain own competency to practice through CPD activities, demonstrating awareness of new trends and developments and their incorporation into practice as necessary.
- To actively participate in the in-service training programmes by attending and delivering presentations, tutorials, individual training sessions, peer review, external courses and professional clinical interest groups.
- To decide priorities for own work area, balancing other patient related and professional demands and ensure that these are discussed in conjunction with the wider therapy teams when managing capacity issues.
- Ensure own clinical practice and that of staff under your supervision; meet HCPC professional standards of practice.
- To be responsible for the development, implementation and review of guidelines and processes in areas of speciality including referral criteria and care pathways.
- To exercise good personal time management, punctuality, and consistent reliable attendance.
- To maintain accurate, comprehensive, and up to date documentation, in line with legal and Trust standards.
- To take responsibility for the safe and competent use of equipment and aids used by patients, junior and assistant staff and students through teaching, training and supervision of practice.

Governance

- To demonstrate a sound understanding of Clinical Governance and Risk Management and their application to work situation.
- To assess and manage clinical risk within patient caseload in a wide variety of settings, providing guidance to junior staff.
- To actively participate in relevant forums and a rolling programme of education, clinical evaluation audit and research within area of speciality.
- To contribute to collection and collation of data to produce relevant statistical information on service delivery. Evaluate where improvement is required, initiating and reviewing change where appropriate.
- To write and review patient information and resources in line with changing evidence based professional consensus and in consultation with the relevant MDTs for use with a range of conditions.
- To take responsibility for evaluation and avoidance of risk within department. Communicate and address concerns appropriately.
- To undertake mandatory training, ensuring junior staff do likewise.

- To take appropriate action including reporting, in the event of incidents to staff, patients or any other person, investigate incidents in conjunction with the Dietetic Service Lead.
- To adhere to all Trust and departmental policies and other statutory requirements such as Infection Control, Health and Safety, Equal Opportunities, Safeguarding procedures, COSHH, Fire Safety, Complaints and Accident Reporting.
- To assess and manage clinical risk within own patient caseload and to escalate any concerns to Dietetic Service Lead.
- To proactively investigate complaints by in accordance with the Trust complaints and improvements policies.
- To support opportunities to share learning from complaint, incidents, and compliments in order to improve and further develop services provided by MKUH.
- To undertake any other duties that may be required in negotiation with service management to support service delivery/ development and which are applicable to the grade of the post.

Key Performance Indicators

Work to Key Performance Indicators for the Department for the purpose of quality and performance monitoring against organisational objectives.

The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

Effort, skills and working conditions

Physical skills	<p>Highly developed physical skills, high degree of precision, requirement for dexterity, co-ordination & sensory skills for assessment and manual treatment of patients and clients.</p> <p>To have the ability and skills to use to navigate a range IT systems and programmes (e.g. Outlook, Microsoft Word, Excel, electronic records systems) safely and securely in line with organisational guidelines to meet the needs of the role.</p> <p>To demonstrate highly developed dexterity and co-ordination for assessment.</p>
Physical effort	<p>Carry out assessments and manual treatments of patients with moderate physical effort on a daily, prolonged basis.</p> <p>To always comply with the Trust Manual Handling Policy.</p>

	<p>Minimal to frequent driving up to moderate distances.</p> <p>The post holder will be required to undertake several non-clinical activities to support their role including the use of computer software to develop and create reports.</p> <p>The post holder will be expected to comply with organisational lone working policy.</p>
Mental effort	<p>Frequent high levels of concentration required in the assessment and treatment of patients for long periods, several times a day.</p> <p>Short periods of concentration required to document intervention and for longer periods to write timely and accurate reports</p> <p>To demonstrate resilience when managing high workload pressures from multiple sources with varying deadlines</p>
Emotional effort	<p>May involve the care of patients with complex or chronic degenerative illnesses or terminal conditions, as well as dealing with patients in their own homes with poor family/social support.</p> <p>Maintain a professional attitude when faced with stressful situations.</p> <p>To deal sensitively with patients who have high levels of anxiety and aggression caused by poor mental or physical health, pain, dementia, or limited mobility.</p> <p>Occasionally employ de-escalation techniques and high levels of negotiation and diplomacy in response to carer's and patient's distress and / or reduced emotional control with the risk of verbal/physical aggression.</p> <p>To deal sensitively with staff when managing HR procedures/ complaints/ incidents</p>
Working conditions	<p>The role can involve frequent exposure to unpleasant smells, odours lice, body fluids, vomit and occasional exposure to verbal and physical aggression.</p> <p>Also, there may be exposure to environments where pets are present / patients or carers may be smoking.</p>

Performance management and appraisal

All staff are expected to participate in individual performance management process and reviews.

Personal development and training

MKUH actively encourages development within the workforce and employees are required to comply with Trust mandatory training. MKUH aims to support high quality training to NHS staff through various services. The Trust is committed to offering learning and development opportunities for all full-time and part-time employees.

General

All staff are required to comply at all times with any regulations issued by the Trust, especially those governing Health and Safety at Work and Infection Prevention and Control and to ensure that any defects which may affect safety at work are brought to the attention of the appropriate manager. All staff are required to work in a way that promotes the safety of our patients, staff and public by proactively preventing and managing patient safety incidences.

Reducing risk is everyone's responsibility. All staff must attend training identified by their manager or stated by the Trust to be mandatory. The Trust uses risk assessments to predict and control risk and the incident reporting system to learn from mistakes and near misses and so improve services for patients and staff. All staff are expected to become familiar with these systems and use them

The prevention and control of infection is a core element in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:-

- i) Follow consistently high standards of infection control practice, especially with reference to hand hygiene and aseptic techniques,
- ii) Be aware of all Trust infection control guidelines and procedures relevant to their work.

All staff are required to respect confidentiality of all matters that they may learn relating to their employment, other members of staff and to the general public. All staff are expected to respect the requirements under the Data Protection Act 2018.

All staff have a responsibility for safeguarding children, young people, and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

The Trust values equality and diversity in employment and in the services we provide. All staff are responsible for ensuring that the Trust's policies, procedures, and obligation in respect of promoting equality and diversity are adhered to in relation to both staff and services.

Staff are responsible for ensuring that they do not abuse their official position for personal gain or to benefit their family or friends. The Trust's standing orders require any officer to declare any interest, direct or indirect with contracts involving the Trust. Staff are not allowed to further their private interests in the course of their NHS duties.

If you have responsibility for a budget, you are expected to operate within this and under the Trust's standing financial instructions (available in the intranet's policies section) at all times.

This job description reflects the present requirements and objectives of the post; it does not form part of your contract of employment. As the duties of the post change and develop the job description will be reviewed and will be subject to amendment, in consultation with the post holder.

All staff are required to maintain professional standards such that they can pass all NHS Employer's standard pre-employment checks, including Fit & Proper Person Regulation tests for VSM roles, throughout the lifetime of their employment at the Trust.