

# Recruitment information pack



**PUSH THE BOUNDARIES**

**ENJOY FLEXIBLE WORKING**

**EXPERIENCE THE LONDON LIFESTYLE**



**IMPACT ON PATIENT OUTCOMES**

**DIFFERENT ENVIRONMENTS**

**FLEXIBLE WORKING**

# WHO WE ARE

Join Imperial College Healthcare and become part of a community of 12,000 staff working with a wide range of partners to offer 'better health, for life'.

Formed in 2007, we are one of the largest NHS trusts in the country – providing acute and specialist care to over a million patients each year in central and north London and beyond.

With a global reputation for ground-breaking research and innovation as well as excellence in education, we offer huge expertise across a wide range of clinical specialities.

Alongside our five hospitals – Charing Cross, Hammersmith, Queen Charlotte's & Chelsea, St Mary's and the Western Eye – we have a growing number of community and digital services, reflecting our commitment to developing more integrated care with our partners. We also provide private healthcare at all of our hospitals (in dedicated facilities).

Together with Imperial College London and two other NHS trusts, we form one of six academic health science centres in the UK – focussed on translating research into better patient care. We also host one of 20 National Institute for Health Research biomedical research centres in partnership with Imperial College London.

Our mission is to be a key partner in our local health system and to drive health and healthcare innovation, delivering outstanding care, education and research with local, national and worldwide impact.

# OUR VALUES AND BEHAVIOURS

With our staff and partners, we have developed a clear and ambitious vision as well as a set of core values that shape everything we do. Together they guide our organisational strategy and our behaviours framework:

- **Kind:** we are considerate and thoughtful so everyone feels valued, respected and included
- **Collaborative:** We actively seek others' views and ideas so we can achieve more together
- **Expert:** We draw on diverse skills, knowledge and experience so we provide the best possible care
- **Aspirational:** We are receptive and responsive to new thinking, so we never stop learning, discovering and improving

# OUR HOSPITALS

## Our hospitals and services

We have five hospitals on four sites, as well as a growing number of community and digital services across central and west London:

### Charing Cross Hospital, Hammersmith.

Charing Cross Hospital offers outstanding day surgery and cancer care, award-winning dementia services and medicine for the elderly, and is a renowned tertiary centre for

**Reach your potential in hospitals that make history**

Charing Cross | Hammersmith | St Mary's |  
Queen Charlotte's & Chelsea | Western Eye

neurosurgery with a hyper-acute stroke unit. It is also a hub for integrated care in partnership with local GPs and community providers.

#### **Hammersmith Hospital, Acton**

Hammersmith Hospital is a specialist hospital renowned for its strong research connections, and haematology service. It is home to a dedicated heart attack centre and Europe's largest renal transplant centre.

#### **Queen Charlotte's & Chelsea Hospital, Acton**

Queen Charlotte's & Chelsea Hospital is a maternity, women's and neonatal care hospital. It is a tertiary referral centre and looks after women with high-risk, complicated pregnancies, as providing a midwife-led birth centre.

#### **St Mary's Hospital, Paddington**

St Mary's Hospital is a large, acute hospital and hosts one of the four major trauma centres in London, alongside a 24-hour A&E department. With one of the most renowned paediatric services in the country, St Mary's is also home to Imperial Private Healthcare's Lindo Wing.

#### **Western Eye**

Text to come

## **WHY JOIN US?**

### **Reach your potential through outstanding learning and development opportunities**

Every year we welcome hundreds of doctors, nurses and other healthcare professionals to train with us. We support staff to pursue formal education, conduct research and take part in courses, seminars and training programmes – including giving study leave. Wherever you are in your career, we offer opportunities for continuing professional development (CPD). If you are starting in an entry-level role, we also offer NVQ level two and level three qualifications. We also have a number of leadership development programmes to support you as you progress, alongside cross-specialty and cross-profession clinical education.

### **Experience the rich heritage of hospitals that have made history**

Some of our clinicians' achievements continue to transform healthcare practice and make a lasting impact on the world. In 1928, Alexander Fleming discovered the antibiotic penicillin at St Mary's revolutionising medicine and earning himself a Nobel prize – this is just one in a long line of many discoveries and developments that have put us on the map as at the forefront of innovation.

### **Draw on huge expertise as part of a strong international community**

Get ready to work with colleagues from all over the world with a sense of community, wellbeing and shared endeavour. We look after children, adolescents and adults – caring for tiny babies through to patients who need end of life care. We have a global reputation for our expertise in areas like: cardiology, haematology, renal and transplantation, infectious diseases, neurology and trauma care – to name just a few. We are part of the prestigious [Shelford Group](#) – the top ten NHS multi-specialty academic healthcare organisations dedicated to excellence in research, education and patient care.

### **Reach your potential in hospitals that make history**

Charing Cross | Hammersmith | St Mary's |  
Queen Charlotte's & Chelsea | Western Eye

## Feel supported by a positive culture

You can expect leadership and the chance to do your best in an open, respectful working environment supported by a shared set of values. Our leadership team ensure they are accessible – meeting staff at monthly CEO sessions and on ward walk rounds. Every employee has an annual personal development review to discuss their progress and development needs. We have a number of thriving staff networks at the Trust for you to join including: the leadership network; the women's network, the LGBT+ network and the nursing and midwifery BAME network.

## Recognition and career progression

We value our staff and recognise the unique contributions they make to their patients and colleagues with our [Make a Difference](#) recognition scheme and annual awards ceremony. We encourage patients, members of the public, visitors, carers as well as colleagues to nominate our staff when they go the extra mile and celebrate the dedication of long-serving staff. Every year you'll have a personal development review where you'll identify objectives and development needs for the next year. Together you and your manager will establish a plan to help you fast-forward your career and gain the experience and skill you need to progress to the next level.

## Conduct research here

Our clinicians work alongside biomedical scientists, chemists, physicists and engineers from Imperial College London to develop new ways of diagnosing, treating and preventing disease. As part of an academic health science centre, we aim to apply research discoveries to healthcare as quickly as possible so we can improve the lives of NHS patients and populations around the world. Our culture is about identifying research opportunities and supporting our staff to pursue them. One of our goals is to encourage many more healthcare professionals outside of medicine to pursue academic careers by providing research skills training sessions, grant-writing support and access to fellowship opportunities. As of 2018/19 we have 600 active research projects.

## Access brilliant benefits and enjoy a new social life

Join the NHS pension scheme – one of the most generous schemes in the UK. Have the opportunity to work flexibly. Benefit from on-site accommodation and employee travel. Voluntary benefits include: season ticket loan, on-site nurseries, childcare vouchers, cycle to work scheme, fitness facilities and well-being initiatives including yoga and meditation classes. Join the Trust's choir or orchestra, running club or football club, or become a member of the Charity's Arts Club to receive exclusive access to free exhibitions at the Tate Modern and shows. You can even enter the Royal Albert Hall ballot and win tickets to music events! Experience the best that London can offer on your doorstep – benefit from generous London weighting supplements that will help you make the most of it!

# JOB DESCRIPTION

Job Title	Dietetic Assistant
Band	3
Directorate/ Department	Medicine and Integrated Care
Division	Therapies
Location of work	Hammersmith Hospital and cross site at St Marys and Charing Cross Hospitals when required
Hours	22.5
Reports to	Clinical Lead for Dietetics
Accountable to	Heads of Therapies – Adult Occupational Therapy and Physiotherapy; Children's, SLT, Nutrition & Dietetics

## 1. Job purpose

To support and help the general running of the dietetic service in the management of oral nutrition support patients referred to the service under guidance and supervision from the Registered Dietitian. The main areas of work will be administrative in terms of assisting with patient related paperwork or resources; and in assisting patients who are having difficulty meeting their nutritional requirements from food alone. You will liaise with multidisciplinary teams to promote nutritional information, to increase nutritional intake and ensure appropriate therapeutic meal provision. You will help co-ordinate the discharge of patients home on enteral tube feeding.

## 2. Key stakeholders

- Dietitians
- Patients and Carers
- Medical and Nursing staff
- Other Allied Health Professionals in the acute and community settings
- Administration and Clerical staff
- Other staff, as applicable to the role e.g. domestic staff, works department, catering, housekeeping and portering etc.
- Community based services including GPs, district nurses and community therapy teams
- Students

### 3. Key areas of responsibility

- Assist the Dietitians in offering a quality nutritional care package to designated patient groups e.g. medicine, oncology, renal.
- Assist with general administrative duties such as dietetic spreadsheet maintenance, completing paperwork such as GP letters and home enteral feeding discharges, product ordering, stock management, managing the dietetic labels system, photocopying and printing.
- Communicate with adults and carers to improve the nutritional intake of patients under the supervision of designated Dietitian. This may include dealing with patients who have language barriers, communication difficulties, long terms conditions, or who may have a palliative illness.
- Liaise with members of the MDT to manage nutritional care of patients under supervision of designated Dietitian.
- Communicate with catering to ensure the provision of meals and supplements for patients.
- Participate in departmental audits, journal clubs and training session's e.g. enteral feeding pumps and nutrition screening.

### 4. Main tasks and duties

*This might include, for example, responsibility towards NHS policy development, team leadership, research support or leadership, project management.*

**Assist the Dietitians in offering a quality nutritional care package to designated patient groups' e.g. elderly medicine, oncology, and renal satellite dialysis units and wards.**

- 1.1 Support the Dietitian in the provision of a nutritional service to patients who are referred by the medical and nursing staff for oral nutrition support. e.g. completion of food record charts, reviewing food record charts and provision of oral nutritional supplements.
- 1.2 Screen inappropriate referrals to the Dietitian, by ensuring nutritional screening tools are completed and patient is red on assessment tool. Refer to the dietitian if patient is at risk of malnutrition in line with the nutritional screening tool.
- 1.3 Provide general nutritional support to patients and offer written information to patients as required i.e. oncology, older patients.
- 1.4 Support the dietitian in preparing for and running clinics, in out-patients and in North West London renal satellite units.
- 1.4 Monitor patients' progress and liaise with nursing staff about patient care and discharge planning.
- 1.5 Liaise closely with the dietitian regarding the patient's progress. Highlight patients concerns to the Dietitian and update the Dietitian on patient's progress. Diet history taking to be undertaken as part of assessment.



- 1.7 Encourage and assist patients to take food and recommended snacks, nourishing drinks and nutritional supplements and review patient compliance.
- 1.8 Be responsible for ordering snacks for patients and for the stock control of supplements and extras on the ward and designated outpatient clinics
- 1.9 Use nutritional knowledge of special diets to encourage nutritional intake of patients under the supervision of the Dietitian.
- 1.10 Attend regular meetings with Dietetic supervisor.
- 1.11 To assist the Nutrition and Dietetic service in providing a quality service to relevant patients in line with departmental guidelines, policies, procedures and standards.

**2. Communicate with adults and carers to improve the nutritional intake of patients under the supervision of designated Dietitian. This may include dealing with patients who have language barriers, communication difficulties or who may have a palliative illness.**

- 2.1 To communicate information comprehensively to patients, their carers' and/ or their relatives. This will involve undertaking appropriate dietetic assessment and analysis. To be able to empathise and motivate individuals, overcoming any difficulties with communication.
- 2.2 Support the Dietetic team in developing departmental resources e.g. diet sheets.
- 2.3 Support the Dietitian in the discharge of patients on home enteral feeding and oral nutrition support by completing paperwork, liaising with ward staff, district nurses, GP practices, community Dietitians and the Nutrition Company Nurse and supplies department.

**3. Liaise with members of the MDT to manage nutritional care of patients under supervision of designated Dietitian.**

- 3.1 Attend meetings relevant to post e.g. team meetings, journal clubs, dietetic staff meetings, At times this may require taking minutes of the meeting.
- 3.2 Meet with relevant ward staff as required to encourage completion of nutritional tools and implementation of nutrition support strategies.
- 3.3 Undertake patient reviews with the MDT.

**4. Communicate with Catering to ensure the provision of meals and nutritional supplements for patients.**

Assist nursing staff at meal times and liaise with ward hostesses, domestic staff and catering services to ensure that catering related problems are resolved and patients receive their appropriate therapeutic diet.

**5. Participate in departmental audits, journal clubs and training sessions e.g. education sessions.**

- 5.1 Participate in departmental audits e.g. Malnutrition audit, nutritional supplement tasting and Nutritional Screening Tools Audit.

5.2 Plan and organise with supervising Dietitian ward based audits and projects involving clinical observations, data entry and written reports e.g. supplement consumption on the wards, and comparison of quantities of supplements written on dietetic records, ward list and drug chart.

5.3 Use data entry systems e.g. Cerner, spreadsheets and word processing in the production of reports. Attend departmental meetings.

5.4 Assist supervising Dietitian with training requests e.g. ward based for nurses.

#### *6. Other duties*

6.1 Provide cover for colleagues as appropriate.

6.2 Undertake ordering and stock checks for nutritional products

6.3 Assist in producing ad hoc reports and in project work.

6.4 Undertake any other duties requested as appropriate to the banding

6.5 The post holder may be required to work out of hours, including on call

## **4. Other duties**

- . Keep accurate records of care given to patients at ward level and departmental level as per department procedures and guidelines.
- Flexible regarding service provision.
- Demonstrates good keyboard skills for data entry and word processing.
- Attends departmental meetings as required.
- Provides cover in times of absence cross-site if necessary.
- Takes responsibility for ensuring annual IPR and PDP.
- Attend Trust's internal courses.

## **5. Scope and Purpose of Job Description**

A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job. The Trust is a fast moving organisation and therefore changes in employees' duties may be necessary from time to time. The job description is not intended to be an inflexible or finite list of tasks and may be varied from time to time after consultation/discussion with the post holder.



# PERSON SPECIFICATION

Directorate/ Department	Medicine and Integrated Care - Therapies	Band 3

Criteria Relevant to the Role	Essential	Desirable
Education/ Qualifications	General Education to GCSE level including English/ equivocal English qualification	Care Certificate Undergone relevant theoretical and practical work-based training or holds academic/NVQ level III qualification Previous Physiotherapy Dietetic Assistant or therapy assistant experience
Experience	<p>* Experience of working with the public.</p> <p>Previous experience of caring for people in or outside of work</p> <p>Demonstrates knowledge of health care delivery.</p> <p>Experience of administrative work eg photocopying, filing.</p> <p>Experience working in a team.</p> <p>Demonstrate a basic knowledge of the role of the relevant therapy professions.</p>	<ul style="list-style-type: none"> <li>• Previous experience of working within therapy departments</li> <li>• Previous experience of working in hospital setting</li> </ul>
Skills/Knowledge/ Abilities	<p>*Able to follow instruction and work both independently and within a team carrying out clinical and administration duties</p> <p>Demonstrate insight into caring/supportive role.</p>	<p>Experience in UK health care system</p> <p>Knowledge of basic administrative processes.</p>

	<p>Demonstrates ability to prioritise own workload in order to meet deadlines.</p> <p>Understanding of the therapy support worker role and its limitations and be able and willing to seek advice and assistance from qualified staff as required.</p> <p>Knowledge of health and safety, diversity and confidentiality issues.</p> <p>Basic IT skills</p> <p>Organisational skills.</p> <p>Demonstrates initiative and self-motivation</p> <p>Able to work flexibly based on the needs of the service.</p> <p>Ability to comprehend and work within the Trusts policies and procedures</p> <p>Good written and verbal communication skills</p> <p>Able to manage time and prioritise workload</p> <p>To have strategies for dealing with stressful interpersonal situations and frequent exposure to unpleasant conditions</p>	
Values and Behaviours	Demonstrable ability to meet Trust values	
Other Requirements	<p>Such as to meet the requirements of the role with any reasonable adjustments</p> <p>Able to carry out strenuous physical effort during the working day.</p> <p>Professional demeanour.</p> <p>Physically fit and able to comply with Trust Guidelines</p>	

## **Additional information**

### **1. Health and safety**

All staff are required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law whilst following recognised codes of practice and Trust policies on health and safety.

### **2. Medical Examinations**

All appointments are conditional upon prior health clearance. Failure to provide continuing satisfactory evidence if required, e.g. of immunization, will be regarded as a breach of contract.

### **3. Equal Opportunities**

The Trust aims to promote equal opportunities. A copy of our Equality Opportunities Policy is available from the Human Resources department. Members of staff must ensure that they treat other members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

### **4. Safeguarding children and vulnerable adults**

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of specific duties relating to their role.

### **5. Disclosure & Barring Service/Safeguarding Children & Vulnerable Adults**

Applicants for many posts in the NHS are exempt from the Rehabilitation of Offenders Act 1974. Applicants who are offered employment for such posts will be subject to a criminal record check from the Disclosure & Barring Service before appointment is confirmed. This includes details of cautions, reprimands and final warnings, as well as convictions. Further information can be found via: <https://www.gov.uk/government/organisations/disclosure-and-barring-service>. Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of specific duties relating to their role. Staff are obliged to disclose to the Trust during employment any pending criminal convictions, including cautions, and any other information relevant to the safeguarding of children or vulnerable adults.

### **6. Professional Registration**

Staff undertaking work which requires professional registration are responsible for ensuring that they are so registered and that they comply with any Codes of Conduct applicable to that profession. Proof of registration must be produced on appointment and at any time subsequently on request.

### **7. Work Visa/ Permits/Leave to Remain**

If you are a non-resident of the UK or EEA you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. The Trust is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.

## 8. Conflict of Interests

You may not without the consent of the Trust engage in any outside employment and in particular you are disqualified from an appointment as a chair or Non-Executive Director of another NHS Trust whilst you are employed by this Trust. In accordance with the Trust's Conflict of Interest Policy you must declare to your manager all private interests which could potentially result in personal gain as a consequence of your employment position in the Trust. The NHS Code of Conduct and Standards of Business Conduct for NHS Staff require you to declare all situations where you or a close relative or associate has a controlling interest in a business or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently.

## 9. Infection control

It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with and adhere to current policy in relation to the prevention of the spread of infection and the wearing of uniforms.

**Clinical staff** – on entering and leaving clinical areas, and between contacts with patients, staff should ensure that they apply alcohol gel to their hands and wash their hands frequently with soap and water. In addition, staff should ensure the appropriate use of personal protective clothing and the appropriate administration of antibiotic therapy. Staffs are required to communicate any infection risks to the infection control team and, upon receipt of their advice, report hospital-acquired infections in line with the Trust's Incident Reporting Policy.

**Non clinical staff and sub-contracted staff** – on entering and leaving clinical areas and between contacts with patients all staff should ensure they apply alcohol gel to their hands and be guided by clinical staff as to further preventative measures required. It is also essential for staff to wash their hands frequently with soap and water.

**Flu vaccination** – the Trust's expectation is that all patient-facing staff have an annual flu vaccination, provided free of charge by the Trust. Staffs have a responsibility to encourage adherence with policy amongst colleagues, visitors and patients and should challenge those who do not comply. You are also required to keep up to date with the latest infection control guidance via the documents library section on the intranet.

## 10. No Smoking

The Trust operates a smoke free policy.

## 11. Professional Association/Trade Union Membership

The Trust is committed to working in partnership with Trades Unions and actively encourages staff to join any Trade Union of their choice, subject to any rules for membership that the Trade Union may apply.