

## Job description for 0.6wte band 3 Dietetic Support Worker

### About us – team NHFT

As a **health and wellbeing organisation** here at **team NHFT** we are dedicated to continually **innovate** and **strive to make a difference** to our community and those working for our Trust, we aim to serve the people of Northamptonshire and surrounding areas with **safe, quality care**. We deliver this from an understanding of our local healthcare needs, economy and the changing demands of our community.

**Our mission, making a difference for you, with you** was chosen by our staff and stakeholders. It means in everything we do and through every service we provide, we want to make a **positive difference in people's lives** – for **those we care for, those we work with** and **those who work with us**. **Everyone is part of our team.**

Our core strategy is to be an **employer of choice, a great place to work** and be known for a **diverse and inclusive culture** whose staff feel **valued**. We provide a range of NHS services including physical, mental health and specialty services provided in hospital settings and out in the community within schools, GP clinics and patients own homes.

Here at NHFT we pride ourselves on our 54321 roadmap, pictured here which encompasses our **PRIDE values, leadership behaviours, teams, enablers** and **our mission** all of which are driven by **our vision of 'being a leading provider of outstanding, compassionate care'**. We are extremely proud to say this has also been recognised by the Care Quality Commission (CQC) and our CQC rating of **Outstanding for team NHFT**.



## This role...

This role is within our large, friendly, motivated countywide dietetic service which is part of a twice rated outstanding CQC Trust. We provide a clinical dietetic service to patients and health and social care professionals across Northamptonshire. We have bases at Kettering General Hospital and Northampton General Hospital and provide direct care for inpatients and outpatients that have been identified at nutritional risk or need to have a therapeutic diet. We receive referrals directly from GP's, consultants, care homes and a range of health care professionals.

The role is working with the dietetic prescribing advisor team to provide guidance for patients residing in care homes within Northamptonshire. You will be supported by the prescribing team lead and dietitians in the team

The role includes:

- Supporting referral management. This involves accepting the referral and when indicated communicating back to the referrer, registering the patient onto the system and prioritising based on level of nutritional risk. Leading on the waiting list management and communicating to the care homes to ensure information for reviews are submitted. You will have access to advice and support from more senior staff.
- Supporting the dietitian on the management of dietetic interventions for patients residing in care homes throughout the county. There will be some face-to-face work, but the role is predominantly remote by telephone. Clinical decision making without direct supervision is required but you will have access to advice and support from a registered dietitian.
- Discussing the individual's treatment plan and their related condition/illness with the care home team and deliver specific interventions and/or treatments within the plan. You will identify specific precautions or contraindications to the proposed interventions / treatments and take the appropriate action.
- Liaising with nutrition companies to arrange samples of oral nutritional supplements to be delivered to the care homes.
- Complete and maintain patient records and data collection in line with trust policy and information governance requirements.
- Supporting the dietitians with nutrition campaigns and helping produce displays and resources
- Inputting patient food diaries /records for computer dietary analysis using knowledge of food portion sizes
- Supporting dietetic student training and training of other health care professionals

## About you

Behaviours and Values	Knowledge and Experience
<ul style="list-style-type: none"> <li>• Approachable and accessible to colleagues and across the organisation, communicate with colleagues in a professional and timely manner at all times.</li> <li>• Ability to work in a flexible way and respond to change.</li> <li>• Ability to work in a fast paced and challenging environment.</li> <li>• Reliable and consistent in approach, demonstrating empathy and an open communication style with all team members, fostering this culture across the team.</li> <li>• Able to deal with interruptions/queries from colleagues throughout the day.</li> <li>• To deal with all day to day correspondence within the Service – initiating appropriate responses in order to provide staff, patients and other parties with required information in a friendly and professional manner.</li> <li>• To manage your own email communication in a timely manner.</li> <li>• To participate in team and directorate meetings as required</li> </ul> <p>Self motivated and able to motivate others</p>	<ul style="list-style-type: none"> <li>• Good basic education including a minimum of GCSE English and maths at grade C/level 4 or equivalent</li> <li>• Good knowledge of the community care settings</li> <li>• Interest in working with people and willingness to offer help and support</li> <li>• Recognised computer IT skills and comprehensive knowledge of Microsoft Office applications, Word, Excel, Outlook, Powerpoint.</li> <li>• Keyboard and data entry experience</li> <li>• Time management experience</li> <li>• Understanding of organisation structures and importance of escalation of issues to the appropriate source</li> <li>• Understanding of the importance of confidentiality.</li> <li>• Experience of working autonomously</li> <li>• Previous experience of working in a clinical role/the NHS is desirable</li> </ul>
Skills and Abilities	
<ul style="list-style-type: none"> <li>• To demonstrate excellent communication skills including active listening</li> <li>• Ability to motivate patients and staff to achieve an agreed goal</li> <li>• Good time management skills</li> <li>• Good IT skills to facilitate use of all clinical and non-clinical systems</li> </ul>	<ul style="list-style-type: none"> <li>• To accept clinical responsibility for a designated caseload of patients</li> <li>• To ensure entries to a patient record and any communication needed is accurate and completed in a timely way</li> <li>• Ability to work in a busy, sometime pressurised environment, prioritising and working to deadlines</li> <li>• Able to present information written and orally in a clear and logical manner.</li> </ul>

## About the role – linking with our 4 Leadership Behaviours



### ENGAGING PEOPLE/WORKING TOGETHER

- Share knowledge and experience within the team to promote learning opportunities for all.
- Ability to motivate self and others.
- To ensure a timely and efficient service is provided to all patients, by maintaining good practices and ensuring excellent communication and working relationships.
- Contribute to the development of the service, including active involvement in the development of new practices and policies to ensure the delivery of a high quality service. Share knowledge and experience within the team to promote learning opportunities for all.
- Able to assist others in learning.

### BEING AUTHENTIC

- Demonstrate empathy with patients and their carers
- Be willing to go the extra mile to make a difference for patients
  - Be an ambassador for the Dietetics service
  - Be a role model of the leadership behaviours that build engaged staff and teams.
  - Ensure the provision of a patient centred service that responds and is flexible to the needs of the organisation.
  - Ensure that equality and diversity considerations are met at all stages.
  - Attend various training and complete mandatory training in a timely way
  - Ensure that your conduct is in accordance with the NHS Terms and Conditions of Employment and current employment law.

### TAKING RESPONSIBILITY

- Contribute to processes, procedures and systems to support continuous service improvements and patient experience
- Responsible for ensuring that all your record keeping is consistent, effective, accurate, and timely. This will include patient record keeping and letters, and all other relevant and associated administration.
- We have targets relating to length of wait and number of patients seen. Your part will be crucial in improving or maintaining these statistics and enhancing the services we deliver.
- To take responsibility for own Continuing Professional Development (CPD) through reflective practice, peer case review sessions, journal club, webinars and attendance on relevant internal / external courses.

### EMBRACING CHANGE

- Participate in changing practice in order to improve service.
- Able to operate in a climate of continuous change and improvement.
- Actively promote equality and diversity in practice.
- Be proactive to changes in the NHS, Trust, service and team to drive progress
  - To adhere to updates and guidelines produced by professional bodies i.e. British Dietetic Association, department and all relevant Trust policies and guidelines.
  - To be involved in the collection of data and statistics, both paper and computer based

## Benefits

<p><b>Salary</b></p>	<p><b>Location of work</b></p>	<p><b>Permanent/fixed term</b></p>								
<p><b>Band 3 - Range £22816 to £24336</b> You will be paid on the 27<sup>th</sup> of each month</p>	<p>Home based working and Northfield house, Kettering General Hospital or Highfield Clinical Care Centre, Northampton General Hospital</p>	<p>Permanent</p>								
<p><b>Hours/pattern of work</b></p>	<p><b>Annual leave and bank holiday entitlement</b></p>	<p><b>Pension entitlement</b></p>								
<p>Band 3 - 22.5 hours/week. Hours worked agreed at appointment</p>	<p>N/A as on bank contract</p> <table border="1" data-bbox="824 995 1408 1131"> <tr> <td>Length of service</td> <td></td> </tr> <tr> <td>On appointment</td> <td>27 days + 8 days</td> </tr> <tr> <td>After five years' service</td> <td>29 days + 8 days</td> </tr> <tr> <td>After ten years' service</td> <td>33 days + 8 days</td> </tr> </table>	Length of service		On appointment	27 days + 8 days	After five years' service	29 days + 8 days	After ten years' service	33 days + 8 days	<p>Details on the benefits of the NHS Pension Scheme can be found here: <a href="https://www.nhsbsa.nhs.uk/nhs-pensions">https://www.nhsbsa.nhs.uk/nhs-pensions</a></p>
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<p><b>Health and Wellbeing</b></p> <p>Because your health matters too</p>	<p><b>Learning and Development</b></p>	<p><b>Equality and diversity</b></p>								

<p>Our Occupational Health and Wellbeing team support our staff through many different channels. Whether you have a physical or emotional issue or want to take positive steps to improve your fitness, this team can help you.</p>		<p>Our Learning and Development team provide effective and impactful learning solutions for our staff. Our experienced team of facilitators offer a wide range of opportunities from corporate induction, mandatory and role specific training, personal development and leadership training.</p>	<p>We are committed to ensuring people are treated equally and fairly whether at work, during care or out in the community. Equality, diversity and inclusion will always be a core focus and commitment for team NHFT. We have a number of staff networks to support this focus too. These networks are open to all our staff.</p>
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Find out more about us at:

[www.bit.ly/24hoursinNHFT](http://www.bit.ly/24hoursinNHFT)

[www.nhft.nhs.uk](http://www.nhft.nhs.uk)

### Confidentiality and Data Protection

Any matters of a confidential nature, including patient and staff records, and any commercially sensitive information must, under no circumstances, be divulged or passed on to any unauthorised person or persons without a legal basis to do so. In accordance with the Data Protection Act 2018, if you are required to access personal data held in any format, you will be expected to adhere to the Trusts Information Governance Policies, copies of which are held on the staff intranet.

Any breach of confidentiality or data protection legislation will result in disciplinary action and may result in summary dismissal.

### Infection Control

The prevention and control of healthcare associated infections in service users, staff and visitors is taken seriously by the Trust. All staff employed by Northamptonshire Healthcare NHS Foundation Trust are required to adhere to the Trust infection control policies and procedures.

Employees must be aware of the importance of protecting themselves, service users and visitors and of maintaining a clean safe environment. Any breach in infection control practice, which places service users, other staff or visitor at risk, may result in disciplinary action. Each staff member is responsible for ensuring they identify together with their manager, their infection control training needs in their PDP.

### Health and Safety

To carry out the duties placed on employees by the Health and Safety at Work Act 1974 i.e.

- I. To take reasonable care for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.
- II. To co-operate with their employer as far as is necessary to meet the requirements of the legislation.
- III. Not to intentionally or recklessly interfere with or misuse anything provided in the interest of health, safety or welfare in the pursuance of any relevant statutory provision.

### **No Smoking**

In order to protect the health of employees, patients and visitors, Northamptonshire Healthcare NHS Foundation Trust operates a No Smoking Policy. Therefore smoking is prohibited in all of the Trust's buildings, grounds and all Trust-owned or leased vehicles.

### **Equality and Diversity**

To ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiatives within the area of work and the Trust Managing Diversity and Equal Opportunities in Employment Policy.

### **Risk Management**

To have a commitment to identify and minimising risk, report all incidents and report to manager any risks, which need to be assessed.

### **Safeguarding Adults and Children**

It is the duty of all staff working for the Trust;

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

### **Professional Registration**

All qualified/ professional staff are required to adhere to the relevant Code of Practice (and other guidance issued by them). It is the responsibility of the individual concerned to keep professional registered and updated in accordance with the requirements of the relevant Code of Practice and to follow guidance issues by the professional body.

### **Policies and Procedures**

The post holder is expected to comply with all relevant Trust policies, procedures and guidelines. Any contravention of the Trust Policies or managerial instructions may result in disciplinary action being initiated.

### **Review of Job Description/ Person Specification**

This is not an exhaustive list of duties and responsibilities, but indicates the key responsibilities of the post. The post holder may be required to undertake other duties as may reasonably be required commensurate with the grade and/ or hours of work at the postholder's initial place of work or at any other of the Trust's establishment.

**NOTE:** This is a description of the job as it is at present constituted. It is the practice of this Trust regularly to examine employee's job descriptions and to up-date them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed.

April 2024