

Band 4 Dietetic Assistant Practitioner

Job Title:	Band 4 Dietetic Assistant Practitioner - Swindon and Wiltshire
Reports to (job title):	Team Lead Dietitian
Line Manger to:	n/a

Job purpose

The post holder will support the registered dietitians working in the Swindon and Wiltshire community setting, to provide a service for adult patients, including face to face, telephone and video appointments, and domiciliary visits. In addition, the post holder will actively support the delivery of group education sessions for other healthcare staff within HCRG and locality care homes.

The post holder will join an established community dietetic team focussed on delivering effective and dynamic dietetic services within Wiltshire and Swindon community settings.

Base

Eldene Health Centre, Swindon, or Chippenham Community Hospital, Wiltshire

Service provision can be based working from home, with the flexibility to use team office bases at Eldene, Chippenham and Wilton. Some on-site time is expected to support learning and developing with colleagues.

This post is responsible for

- Working closely with the registered Dietitians to provide support for a service to care home patients, inpatients, outpatients, groups and to patients in their own homes.
- Working with supervision and within guidelines and procedures to help ensure that patients meet their nutritional needs. E.g. the British Dietetic Association code of professional conduct for dietetic assistants.
- Assisting the dietitians by collecting clinical and other information related to patients' nutritional status.
- Conducting visits to patients' homes and care home etc, to educate and support them to optimise their nutritonal status
- Supporting the Dietitians to provide training and education on nutrition, nutrition screening and diet to nurses, other health professionals and patients.
- Undertaking menu analysis, audit and other departmental tasks as appropriate to role.

Key responsibilities

Patient Care

- Supports the Community Dietitians in managing this caseload for Swindon and Wiltshire patients including registering patients, acting as key link to service to assist with troubleshooting, arranging training, and ensuring records up to date.
- Liaises with the dietitian about the nutritional needs, weights of patients and other nutritional parameters.
- Communicates sensitively with patients and or carers who may be distressed.
- Takes responsibility for ensuring that patients and carers have consented prior to intervention
- Considers the practical implications of advice to patients, families and staff involved.
- Ensures that appropriate internal and external agencies have the necessary information to support the client in meeting their needs.
- Ensures safe usage of anthropometric equipment.
- Ensures compliance to infection control practices.
- Helps to implement action plans to improve provision of service in line with overall priorities and resources.
- Assist the team with administrative tasks, assists with answering the phone and taking messages and maintains records appropriately.
- Arranges patient appointments in line with agreed performance indicators.
- Assists in the completion and collection of food record charts and patients' compliance with feed or nutritional supplements.
- Conducts dietary analysis following appropriate period of training, requiring accurate keyboard skills.
- Ensures safe practice and reports critical incidents as outlined in the Trust guidance.
- Participates in the appraisal process to identify progress and future training needs.
- Contributes as a team member and participates in department and team developments, clinical governance issues and projects.
- Complies with professional guidelines and department policies and maintains strict confidentiality.

Budget Responsibilities

- Minimises waste and ensures economical use of NHS resources.
- Does not directly manage any budgets.

Responsibilities for People or Training

- Assists with training programmes for patients where identified competency.
- Assists with training programmes for staff and students as required

Other Factors

- On an occasional basis, dealing with patients and carers who may be distressed and emotional. Working in a range of conditions and settings with occasional exposure to unpleasant conditions.
- Assist with other work/projects required by the dietetic service as and when required, as requested by lead dietitian/service manager.
- The role will include travel throughout Swindon and Wiltshire.
- Required to carry loads, such as weighing scales, equipment and training materials needed for the group sessions, setting up and clearing away from sessions.

In addition to the duties and responsibilities listed above, the post-holder may be required to perform other duties assigned by the supervisor/manager from time to time.

Proposed job plan

The job plan will contain a caseload appropriate to a Dietetic Assistant Practitioner and will be based around the needs of the service and patient need. The area of primary clinical focus will be adult community care to include nutritional support, but there may be some speciality support to paediatrics or home enteral feeding teams.

All training will be given on the job and regular support and supervision provided by the registered dietetic workforce. It is expected that following training, the successful candidate will acquire a level of competency sufficient to successfully carry out the role independently, whilst understanding the limits of a non-registered health professional.

The role will work directly with patients and the dietetic team to: review the care plans of patients put in place by the dietitian; support and lead on dietetic advice patient group sessions; support with the administration and patient management of people with home enteral feeding; provide training and advice to care home staff and community health care professionals in nutrition, nutritional screening programmes (such as MUST) and dietary needs; support the dietetic service where required and within the capability and competency expected of the role.

Areas of work may include care homes, inpatients, virtual clinics, face to face clinics, group education sessions, and home visits. Learning and development are an essential part of our working environment, and the successful candidate will be expected to take a proactive approach to student training.

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none">• Inspire• Understand• Communicate	<ul style="list-style-type: none">• Challenge• Improve• Learn	<ul style="list-style-type: none">• Accountability• Involve• Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder 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 company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and by your referees.

Essential

- 5 O Levels/GCSEs including English and Mathematics
- Level 3 qualification (eg. NVQ3 or equivalent qualification) in either food/nutrition or health related subject
- Experience and knowledge of working with people
- Experience of working in the NHS or other healthcare or social care environment
- Experience of working with a database such as Excel
- A good standard of written and spoken English is required to be able to undertake the relevant duties.
- Ability to establish a rapport and work effectively with a range of people including working with people who may be unwell or anxious supporting a caring approach.
- Ability to accurately record and check details including invoicing and ordering details.
- Willingness to learn new skills and ability to follow through identified processes.
- Ability to use initiative and be able to work independently if required.
- Ability to prioritise and organise workload and ensure any urgent issues are addressed.
- Good time management to ensure effective use of own time and team resource.
- Ability to work effectively in a variety of situations.
- Basic computer literacy skills, including the ability to use the internet, email and Excel.
- Ability to work well as part of a team
- Ability to participate in audit activities
- Willing to work in other areas of HCRG Care group as and when required to do so.
- An interest in nutrition
- Recognition of limitations
- Patience and enthusiasm for working with people who may have complex health needs
- Self- motivated and positive approach.
- Flexibility and ability to respond to unpredictable work patterns
- Reliable and demonstrates attention to detail

- Car driver (with access to a vehicle and appropriate vehicle insurance for work)

Desirable

- Care certificate
- Food handling qualification
- Functional skills level 2
- Experience of working in the community care setting
- Experience of Team working
- Familiarity with computerised administration and ordering systems
- Ability to provide guidance and practical solutions to patients within dietetic care programme.

Other requirements:

- A competency approach will be taken to ensure essential skills and knowledge for this post

Employee signature

Manager signature
