

## JOB DESCRIPTION

JOB DETAILS	
Job Title	Head of Clinical Nutrition and Dietetic Services
Reports to	Head of Therapies
Band	Band 8b
Department/Directorate	Nutrition and Dietetics/ Therapies/ Clinical Specialist Services

JOB PURPOSE
<p>To provide strategic, professional and operational leadership for the Trust-wide Dietetic Service, ensuring the safe, effective and high-quality delivery of evidence-based care across acute and community services, alongside providing strategic and professional leadership into the Nutrition corporate portfolio,</p> <p>The postholder holds Trust-wide responsibility for nutritional standards, including oversight of nutritional screening, catering standards and performance.,</p> <p>The postholder is accountable for Dietetic service performance and a significant delegated budget, including complex contract management for enteral feeding and nutritional supplements. and will be actively involved in Governance, HR, Finance and Performance of services.</p> <p>Acting as the Trust's principal professional advisor on Nutrition and Dietetics, the role leads on policy development, regulatory compliance and service improvement, contributes to corporate governance and workforce strategy whilst ensuring continuity of services through deputising for the Head of Acute Therapies as required.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p><b>Key Duties and Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Provide Trust-wide strategic leadership to ensure the delivery of safe, effective and efficient nutrition and dietetic services for patients, visitors and staff.</li> <li>• Be professionally and managerially accountable for the development, governance, quality and performance of acute and community dietetic services (inpatient and outpatient) across RDUH.</li> <li>• Lead service planning, transformation and workforce modernisation to meet current and future demand, ensuring safe staffing, effective recruitment and flexible deployment including escalation areas.</li> <li>• Act as professional lead and role model, providing expert clinical, professional and managerial leadership, including oversight of HR processes and delivery of specialist dietetic advice.</li> <li>• Maintain effective partnership working with Community Services and external stakeholders to ensure seamless pathways of care.</li> <li>• Hold responsibility for the effective management of financial, workforce and physical resources associated with the service.</li> <li>• Practise autonomously at an advanced level, delivering specialist clinical services as required.</li> <li>• Lead education, training and workforce development across the service, including career pathways from support roles to registered practice, apprenticeships, undergraduate and postgraduate training, and clinical placements.</li> </ul>

- Lead the development, delivery and evaluation of Trust-wide nutrition and hydration training for clinical and non-clinical staff, and contribute to multidisciplinary education locally and regionally.
- Deputise for the Head of Acute Therapy as required, representing therapies at Care Group and Trust forums, and supporting investigations, complaints management and workforce issues.
- Ensure robust clinical governance, including leadership of incident management, root cause analysis, complaints investigation and learning to drive continuous service improvement.
- Act as the Trust's senior representative on regional and national nutrition and dietetic forums, influencing policy, best practice and service development, and working collaboratively with NHS England and the ICB

## KEY WORKING RELATIONSHIPS

Areas of Responsibility:

Responsible for the provision of Dietetic services to the Royal Devon University Healthcare NHS Foundation Trust. Population covered by the service is approximately 615,000 across North, Mid and Eastern Devon.

Accountable for registered and unregistered staff employed by the Dietetic Department in Clinical Specialist Services Care Group.

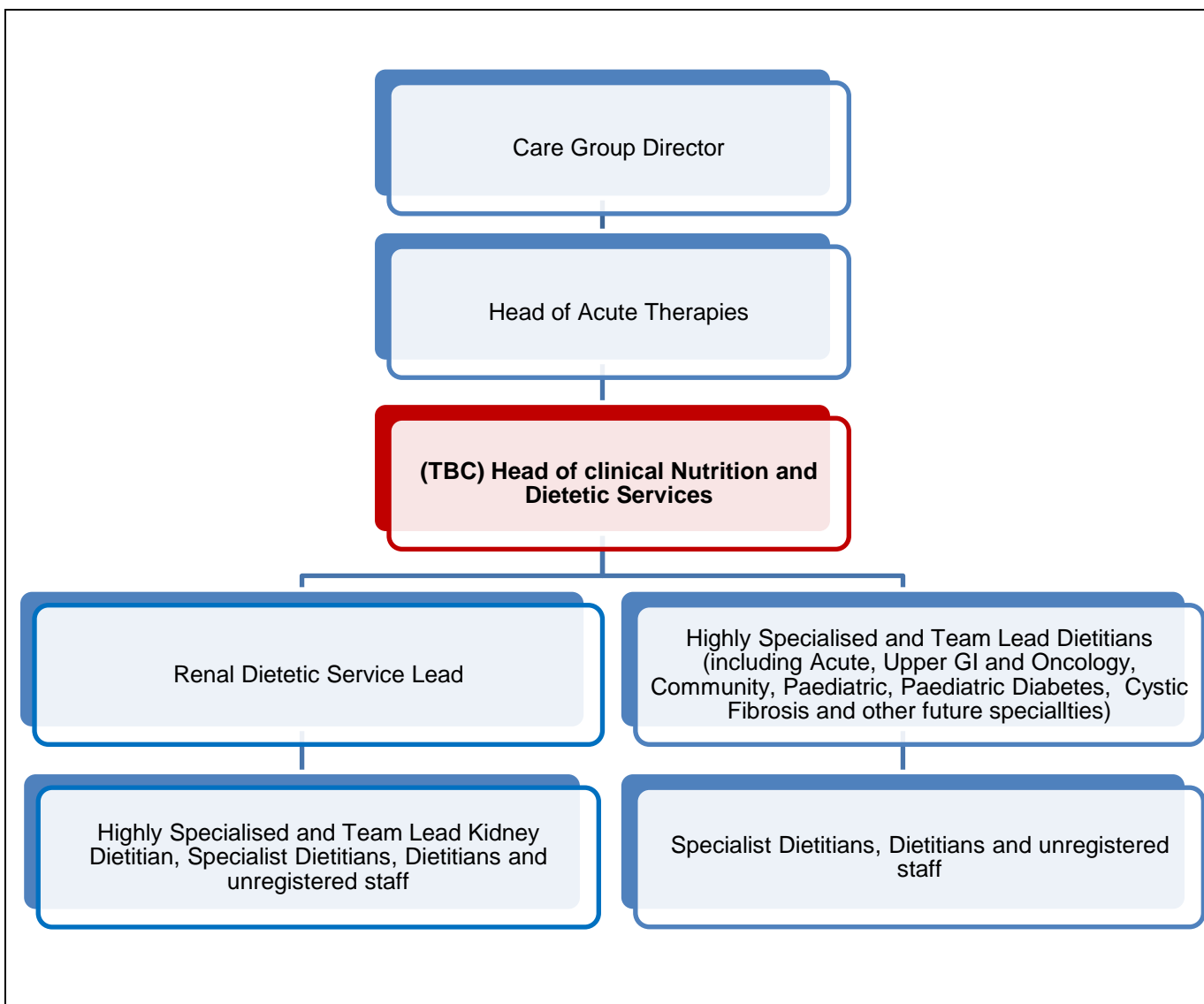
Provides professional accountability for Dietitians employed in other Care Groups within RDUH.

The postholder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with

Internal to the Trust	External to the Trust
Chief Nurse	GP's
Care Group Triumvirate	Devon Integrated Care
Care Groups – Director of Patient Care	System/Integrated Care Board
Associate Directors Nursing	Devon County Council
Head of Acute Therapies	Nutritional Supplement providers
Heads of other Therapy Service and teams	Peninsula Medical School, University of Exeter and Plymouth University in relation to student training
Lead Dietitians	Nutrition and Dietetic Heads within Peninsula, SW region and nationally
Consultants and other medical staff	Members of the public and external agencies
Catering and facilities teams	Peninsula Purchasing and Supply Alliance
Senior Management Team (including Operational Managers)	
Senior Nursing staff within RDUH	
Research and Development Dept	

## ORGANISATIONAL CHART



### FREEDOM TO ACT

- The postholder is responsible and accountable for the organisation, management and safe delivery of a comprehensive Dietetic Service to the RDUH and will have the freedom to establish how the service is delivered, guided by national, organisational and Health Care Professions Council (HCPC) policies.
- Advise the Trust on the implementation of clinical, professional and managerial / workforce policies in relation to the service and delivery of performance for dietetics and nutrition.
- Required to take action based on own interpretation of National guidelines and policies to ensure that the nutrition agenda is in line with government strategies and meeting the needs of the local population.
- Significant autonomy: interprets broad policies, makes complex patient safety and staffing decisions, advises organisation on clinical/professional standards.

### COMMUNICATION/RELATIONSHIP SKILLS

- To communicate highly complex and sensitive information about the service which may be contentious, to dietetic staff, senior managers, Consultants, GP's, patients and others. There may be barriers to understanding and agreement or negotiation or co-operation may be required.
- Lead complex negotiations requiring influencing of senior stakeholders.

- Motivate, inspire and share skills with teams to engage and support improvements in Nutritional delivery across the Trust and encourage celebration of successes.
- Present complex, sensitive or contentious service information to large groups, at internal and external meetings such as the South West network.
- Provide expert information to other professionals on all aspects of nutrition and dietetics and act as a professional advisor to the Trust and external agencies as required.
- Responsible for leading on the production of patient information and developing other ways of providing patient information through media and the innovations of new systems.
- To challenge inequality at all levels.

### **ANALYTICAL/JUDGEMENTAL SKILLS**

- To collate and analyse highly complex data, using appropriate data analysis, to facilitate improvement in patient care and provide rationale for changes in service delivery
- Have extensive knowledge and understanding of other professions as well as own in order to engage, lead and promote change across all disciplines including medical practitioners.
- Ability to assess, sift, analyse and collate complex data in different formats and from different sources covering activity, performance management, quality and financial indicators in order to identify patterns and trends for informed decision-making and planning for improvement
- Leads strategic planning for nutritional provision across the Trust
- To create and analyse financial and activity reports to measure service performance against objectives and performance targets across nutrition and dietetics.
- To synthesise plans for minimising clinical risk and to investigate and reflect on adverse events leading to improved standards of care and decision making.
- Monitoring compliance with clinical and professional standards, data requirements and reporting to ensure the delivery of a safe and effective service.
- To manage conflicting views and facilitate reconciliation regarding professional differences of opinion.

### **PLANNING/ORGANISATIONAL SKILLS**

- In collaboration support the strategic leadership for the development and delivery of the Trust's nutrition strategy. The post holder will have delegated responsibility against some KPI's
- In collaboration with Nutrition Steering group support implementation of the Trust's nutrition agenda requiring planning and organising complex activities and programmes, some of which will require adjustment; acting independently and with autonomy, whilst also directing the work of others , to deliver the highest standards of staff experience and patient care.
- Ensure alignment of the Trust's Nutrition Agenda with patient experience, organisational development and the Trusts financial agenda to ensure a shared and agreed operational framework.
- Design, lead and implement the operational framework for the Dietetic service including service development, adjusting case mix for changes within clinical priorities and manage a team of professionals.
- Effective negotiation and management to provide best value for enteral products.
- Plan and organise meetings for dietetic profession and multi-professional teams and communicate effectively with team and colleagues. Ensure that there is appropriate nutrition and dietetic representation at meetings.
- Develop and initiate business continuity plans for the nutrition and dietetic service across RDUH

### **PATIENT/CLIENT CARE**

- To be accountable for the direct delivery of the Dietetic service to RDUH across acute and community. Be responsible and accountable for the provision of clinical

processes/standards/governance within the Dietetic service to RDUH across the acute hospitals and community.

- To provide professional supervision to Dietetic and nutrition Advanced Practitioners.
- Act as a patient advocate for people with nutritional requirements.
- Provide highly specialised clinical knowledge grounded in the latest evidence-based practice to establish professional and managerial competence.
- To personally deliver direct patient care as an autonomous practitioner. To assess, diagnose and develop treatment/care programmes for patients referred to Dietetics.
- Report and manage any adverse events or complaints relating to the Dietetic service.
- Ensure robust safeguarding procedures.
- Work in collaboration with the ICB to make informed decisions for providing efficient and effective dietetic patient care.
- Active engagement in the digital agenda to improve patient health outcomes.

### **POLICY/SERVICE DEVELOPMENT**

- Responsible for the development of Trust wide policies and standards regarding Nutrition which impact on multiple services (nursing/catering/facilities).
- Responsible for planning and implementing service and policy development strategies across services and Care Groups within RDUH, ensuring the service evolves as a progressive and clinically effective one.
- Provide senior leadership for the Nutrition Steering Group which influences and implements policy, operational and strategic direction across multiple disciplines at RDUH.
- Support risk management, synthesising options to mitigate issues.
- Embed safeguarding and patient safety systems.
- Analyse and interpret local, regional and national policies, strategies and directives e.g. National Institute for Health and Care Excellence (NICE) guidance, NHS England, developing and implementing policies and procedures within or related to the Nutrition and Dietetic service as appropriate to ensure consistency and quality of patient care. These policies impact several services (e.g. nursing, catering) beyond Nutrition and Dietetics.
- To lead on risk management; quality standards setting to ensure compliance with Dietetic service guidelines and safe practices.
- To be innovative in providing clinical governance leadership within the nutrition and dietetic service and produce any required Clinical Governance linked action plans.
- To lead on the development of professional standards and outcome measures within department in line with requirements of Health Care Professions Council (HCPC), own professional body and Trust.
- To influence EPIC development to support successful implementation of the nutrition agenda.
- To oversee the development, production and review of printed matter that is provided for patients.
- Support implementation of RDUH NMAHP Research Strategy.

### **FINANCIAL/PHYSICAL RESOURCES**

- To be accountable for the successful financial management of the nutrition and dietetic service by managing within budgets, developing and delivering cost improvement programmes, maintaining/improving profitability, complying with all Trust financial rules, effectively managing charitable funds, recognising and balancing finance versus quality/safety and efficiency.
- To be the identified budget holder and authorising signatory for the nutrition and dietetic service budget. Responsible for authorising payroll documentation, payment of staff expenses and invoices for goods and services.

- To develop, evaluate and manage Business Cases and Service Level Agreements often in collaboration with other Trusts or Devon ICB.
- To contribute extensively to the contracting process for catering, nutrition and dietetic products and related services considering factors such as quality, cost, value for money, and range of products and services required within the locality, negotiating with stakeholders as necessary.

## **HUMAN RESOURCES**

- Accountable for the line management of the Dietetic Service leads and advanced practitioners, ensuring implementation of Trust HR policies including recruitment, retention, leave, flexible working and workforce planning.
- Lead disciplinary and grievance processes, providing senior managerial oversight and guidance.
- Provide leadership for staff development, supervision and appraisal, ensuring mandatory training compliance, promoting continuing professional development, and supporting career progression through mentoring, delegation and project work.
- Deliver expert input to the training and education of multidisciplinary staff internally and externally, enhancing awareness of nutrition and dietetic services and professional skills.
- Ensure all staff, including self, maintain HCPC registration and comply with professional standards and codes of conduct.
- Maintain personal and team safety in line with Trust policies and professional working practices.
- Plan and achieve continuous performance improvement by pro-actively benchmarking performance with both internal and external comparators and by seeking out examples of best practice which might be introduced into the Trust.

## **INFORMATION RESOURCES**

- To ensure accurate nutrition and dietetic service reports are produced in a timely manner for the Care Group Management Team as required.
- Occasionally required to complete reports, data analysis and at times financial statistical formulae for service reports and reviews. Data recorded must be accurate, timely and comprehensive.
- Provide senior oversight for the collection, analysis and reporting of nutrition and dietetic related data across the Trust, ensuring robust monitoring and high-quality intelligence to inform strategic decision-making.
- To oversee through governance the training patient documentation through MYCARE/EPIC.

## **RESEARCH AND DEVELOPMENT**

- Regularly lead complex Quality Improvement projects and disseminates findings Trust-wide.
- Maintain own and others' awareness of relevant research evidence related to the service and work with others in applying this to practice.
- To identify areas of potential research relating to the speciality and to participate in relevant research activities.
- Promote and participate in Clinical Audit to develop and establish standards.
- To participate in local and national research and audit projects and service evaluation as required to improve standards of patient care.

## **PHYSICAL SKILLS**

- The postholder will use standard keyboard skills.
- Use of Microsoft applications.
- The post holder will be required to travel to both Northern and Eastern sites, including the Trust's Community sites where required.

## **PHYSICAL EFFORT**

- Developed skills will be required to work clinically for examples ability to do physical assessments of anthropometric measures and dexterity to manipulate pumps.
- The postholder will frequently sit in restricted positions during administrative tasks, travelling to other sites and when attending virtual meetings. This is a substantial proportion of the working day.
- The postholder will occasionally exert moderate physical effort in a shift with lifting and handling objects (diet sheets, nutritional supplements) that weigh up to 10kg.

#### **MENTAL EFFORT**

- Prioritisation and personal time management to manage an unpredictable workload within short and imposed deadlines
- Production and presentation of business cases and other senior level documents.
- Chair meetings and project groups.
- Absorb and retain large quantities of diverse information.
- Participate in a wide range of meetings.
- Frequently changing work patterns and demands due to organisational and divisional needs.
- Frequent concentration required when chairing meetings/ undertaking investigations is required regularly for this role. Occasional prolonged concentration will be required when analysing data.

#### **EMOTIONAL EFFORT**

- Emotional intelligence and personal resilience to maintain a high level of performance even when faced with opposition from others, or when working under stressful conditions.
- Frequent exposure to distressing and upsetting patient safety incidents and serious investigations.
- Frequent exposure to distressing and upsetting patient situations and environments
- Difficult and distressing conversations with patients, staff and relatives including breaking bad news e.g. Delivering upsetting diagnosis to patients.
- Post requires dealing with highly emotional and stressful situations involving conflicting views and priorities over service developments, projects and programmes.

#### **WORKING CONDITIONS**

- Working under pressure with tight schedules, changing and conflicting priorities and numerous deadlines with frequent interruptions whilst supporting services delivered across hospital sites.
- The work is mainly office based and the post-holder is a Display Screen Equipment user.
- Management of large and diverse workload, including competing priorities and constantly bearing in mind issues of precedent which may have implications across the Trust.
- Infrequent Clinical work involves some direct contact with uncontained body fluids, dirty linen etc.

#### **OTHER RESPONSIBILITIES**

- Take part in regular performance appraisal.
- Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling
- Contribute to and work within a safe working environment
- You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection
- As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.
- You must also take responsibility for your workplace health and wellbeing:
  - When required, gain support from Occupational Health, Human Resources or other sources.

- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

#### **APPLICABLE TO MANAGERS ONLY**

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

#### **DISCLOSURE AND BARRING SERVICE CHECKS**

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

#### **GENERAL**

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.



Initiative and enthusiasm Ability to meet deadlines Ability to think strategically and view the wider picture. Ability to work across departmental and organisational boundaries Self motivated Commitment to the NHS	E E E E E E	
<b><u>OTHER REQUIREMENTS:</u></b> Flexibility to meet demands of service including working across 7 days Member of the British Dietetic Association Member of the National Dietetic Managers Group The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to travel to other locations as required.	E  E E	D D

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N				
Contact with patients	Y				✓
Exposure Prone Procedures	N				
Blood/body fluids	Y	✓			
Laboratory specimens	N				
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
<b>Risks requiring Other Health Surveillance</b>					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
<b>Other General Hazards/ Risks</b>					
VDU use (> 1 hour daily)	Y				✓
Heavy manual handling (>10kg)	Y	✓			
Driving	Y	✓			
Food handling	Y	✓			
Night working	N				
Electrical work	N				
Physical Effort	Y		✓		
Mental Effort	Y				✓
Emotional Effort	Y			✓	
Working in isolation	Y			✓	
Challenging behaviour	Y		✓		