



JOB DESCRIPTION

1. General information

JOB TITLE: Team Manager for Home Enteral Nutrition (HEN) Services

Band: 8A

DIRECTORATE: Adult community

HOURS OF WORK: 37.5 hours

RESPONSIBLE TO: Service lead Assessment and Rehabilitation
(Line manager)

ACCOUNTABLE TO: Head of Dietetics

BASE: Memorial Hospital, Shooters Hill

At Oxleas NHS Foundation Trust, we offer a wide range of NHS healthcare services to people living in South-East London and to people in prison across England. Our wide array of services includes community health care, such as district nursing and speech and language therapy, care for people with learning disabilities and mental health such as psychiatry, nursing and therapies.

Oxleas is a great place to work. It has been recognised as one of the Top 10 Best Places to Work 2023 by the Sunday Times amongst very big employers. Our staff survey results show that we are in the Top 5 in England and the highest in London for staff experience amongst similar trusts.

"We are always delighted to welcome new colleagues to the Oxleas family. We care about making Oxleas a great place to work - it's a big priority in our strategy. Come and join us - it's a place where our values, teamwork, equity, and wellbeing matter and where you can really help to improve people's lives."

A handwritten signature in black ink, appearing to read 'Ify Okocha'.

Ify Okocha
Chief Executive

We have distinctive values at Oxleas - We're Kind, We're Fair, We Listen, We Care. Our values are very important to us. They help Oxleas to be a great place to work.

2. Overview of the Post

The post holder will be responsible for the clinical leadership and operational management for the community-based adult home enteral service provided by Oxleas NHS foundation trust. The postholder will be responsible for co-ordinating and setting the strategic direction for the Malnutrition and HEN service liaising with both internal and external stakeholders. The post holder will be responsible for day to day management of the Oxleas malnutrition dietetic team, including management of a delegated budget, recruitment, retention and deployment of staff, absence management, managing complaints, procurement and managing resources. The postholder will maintain a clinical caseload, with clinical activity accounting for between 20-30% of working hours.

3. Key Task and Responsibilities

- Provide direct line management and operational support to a team of highly specialist, qualified dietitians, and dietetic assistants.
- To provide an efficient and high-quality dietetic service for patients and lead a team of staff who work across one or more specialist clinical areas.
- To provide a clinical dietetic service to HEN patients including tube care.
- To plan and prioritise the workload and assist less senior staff to organise their caseload within the specialist areas.
- To undertake a comprehensive assessment of patients including those with diverse or complex presentations/multi-pathologies in order to identify their problems and needs and ensure that patient's medical, biochemical, pharmacological, psychological, social environmental and cultural factors are taken into account.
- To communicate effectively with a range of health and care staff working in tertiary, secondary and primary care along with patients and carers, to support the ability of patients to remain safely in their home.
- To be responsible for recruitment and selection, appraisals, formulation of personal development plans, attendance monitoring and recording.
- To provide expert advice, teaching and training to other members of the MDT as appropriate, both internal and external to the Trust

Management responsibilities

- To manage staff within the adult malnutrition dietetic team, including recruitment, supervision, appraisal, performance, CPD and performance of team members.
- To collaborate and communicate service-related information and changes to senior managers, staff and external agencies within the boundaries of where Oxleas provide services. At times may require negotiation, persuasiveness, motivational and reassurance skills.
- To work as a provider of HEN within the Southeast London health system exploring potential opportunities for service development and preparing bids for funding by compiling in partnership business plans. This may require balancing a number of different and often competing interests and presenting complex facts and statistics.
- To ensure the team's involvement in developing business cases in developing specialist care for tube fed patients in the community.
- To demonstrate to commissioners and provider services that the service is fit for purpose by writing service line reviews and give formal presentations to senior manager and stakeholders
- To be responsible for implementing accurate systems of data collection and analysis which demonstrate the full range of the HEN service activity. This would also be undertaken alongside the operational manager through audit and quality improvement projects.
- To explore possible contentious issues such as piloting new models for the service by extending traditional professional boundaries.
- To be responsible for developing and implementing a HEN Patient Involvement strategy in line with local and national initiatives, to ensure the needs of service users drive service development.
- To act as a local resource for HEN services using expertise to advise on innovative service design and implementation of a multi-disciplinary, specialist team.
- To manage poor/under performance in the team, patient complaints and report incidents
- To co-ordinate staff requests for training, identifying training needs from personal development plans, and supporting staff to access training and clinical supervision.
- To challenge staff to evaluate their work and explore different ways of working to ensure staff resources are used efficiently.

- To encourage professional autonomy whilst ensuring the team work together in the best interest of the patients and service delivery.
- To collaborate with higher education centres to support the clinical placements for students.
- To plan and lead the annual team away day to ensure staff involvement when evaluating the current service, setting service objectives and planning projects in line with national and trust policy and priorities.
- Promote the Dietetic Service within the Trust and with external agencies.
- To actively support staff's wellbeing by signposting to central resources.
- To ensure there is a structured programme of HEN training for healthcare professionals to compliment training from enteral feeding company staff.

Leadership

- To maintain a calm, professional approach, leading by example to ensure standards are established within specialist areas.
- To demonstrate established negotiation skills in the management of conflict in teams which may be uni- or multidisciplinary, including developing staffs own problem solving skills.
- To deal with initial complaints sensitively avoiding escalation where possible, supporting less senior staff as required and referring appropriately to the operational manager.
- To provide pastoral care to staff who may be experiencing personal difficulties which impinge upon their work.
- To be responsible for maintaining accurate and comprehensive records of assessment and treatment in line with British Dietetic Association national standards and local policy.
- To use clinical and management expertise to advise the Operational manager and Head of Dietetics of service developments, caseload management, and contribute to service modernisation and business planning.
- To be able to sensitively impart unwelcome news to patients and relatives, some of whom may be in denial about their illness e.g. long term complex dietary change, long term supplementation, invasive tube feeding.

Clinical

- To maintain and develop the specialist skills and knowledge required of a highly specialist dietitian and manager through reflective practice and attendance at team in-service training, informal teaching, relevant national courses, clinical specialist interest groups and other clinical meetings.
- To oversee the organisation of caseload priorities within the service, identifying any shortfalls and issues to be addressed in conjunction with the professional leads.
- To critically appraise new products e.g. feeds, feeding tubes, oral nutritional products, medication and educational resources to be used in the specialist areas, and advise managers on suitability for use, taking into account cost effectiveness.
- Be responsible for the safe and competent use of all dietetic equipment and appliances used by staff and by patients under your care in hospital and in the community.
- To deliver specialist training in own area and act as a resource within the team and occasionally to other specialties.
- To maintain own competence to practise at a highly specialised level to meet professional and Health and Care Professions Council requirements for registration.
- Plan and implement systems for obtaining patient/carer perspective and feeding them into service developments.
- To be accountable for providing expert, evidence-based advice and direct delivery of clinical care to a small caseload of adult patients and their carers, regarding home enteral nutrition having considered each individual patients cultural, psychological, socio-economic and lifestyle needs.
- To provide specialist advice using advocacy services, interpreters when appropriate to communicate with the diverse multicultural population where there may be barriers to communication.

- To collaborate with HEN team members to ensure the patient receives care and advice on all aspects of tube feeding at home.
- To communicate and collaborate with the wider, multidisciplinary healthcare team regarding all aspects of patient care

Research

- To lead dietetic clinical audit/quality improvement/ governance projects within the specialist areas and to involve less senior staff in this work to promote changes in practice.
- To gather and analyse data for other research projects, clinical audits, quality assurance standards etc in line with the service/team clinical governance agenda.
- To critically analyse research papers and other relevant data on new treatment techniques and to implement changes in practise within the specialist areas to improve patient care.

Communication

- Use a range of communication skills to establish a rapport and demonstrate empathy towards patients and carers and give effective advice to patients, staff and carers who maybe under stress.
- To be accountable for service delivery and liaising with other agencies to sustain effective communication and working relationships with internal and external stakeholders.
- Using highly specialist knowledge and communication skills to contribute to the development and evaluation of complex care pathways / protocols within the multi-disciplinary team.
- Be skilled in a range of verbal and non-verbal communication tools, including the use of interpreters. To communicate effectively with patients and carers/guardians to ensure quality and safe dietary treatment is agreed.
- To provide feedback to the Head of Profession and Service Lead for Assessment and Rehabilitation and participate in departmental innovations

regarding development of risk management, quality standards and clinical effectiveness as appropriate.

- To provide nutrition counselling skills and to communicate with all service user within a diverse multicultural population where there might be barriers to communication.
- To adapt complex information from different situations and people using negotiating and motivational techniques where there may be barriers to understanding and compliance.
- To always maintain sensitivity to the emotional needs of the client, carer and colleague when managing distressing situations such as safeguarding issues and exposure to terminal illness.
- To write timely accurate reports and letters, highly reflecting specialist knowledge, to all members of the team including liaising with the GP's regarding the on-going treatment and prescribing of nutritional supplements.
- To assist in the development of evidence-based nutritional education materials in collaboration with other dietitians. To take into account barriers to communication eg translating nutritional advice and messages for the general public. Ensuring that particularly attention is given to ensure social, cultural, religious, language and economic factors are accounted for.
- To have highly developed computer skills for data entry and computer literacy e.g. Word processing, presentation packages incl. Powerpoint and spread sheets e.g. Excel.

The following statements are mandatory for all job descriptions:

Terms and Conditions

The post holder is subject to the terms and conditions of OXLEAS NHS FOUNDATION TRUST. This Job description gives an outline of the post and is subject to review in consultation with the post holder.

Confidentiality

The Post holder must maintain the confidentiality of information about patients, staff, and other health service business in accordance with Trust Policy.

Risk Management

The Post holder will ensure compliance with the Trust's risk management policies and procedures. These describe the Trust's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm and stress and that all staff have a responsibility to minimise risk.

Infection Control

All staff are required to be familiar with the Trusts infection control policies, and national guidance in relation to infection control. All staff whose normal duties are directly or indirectly concerned with patient care must ensure that they complete mandatory infection control training and are compliant with all measures known to be effective in reducing Healthcare Associated Infections.

Equality, Diversity and Human Rights

Oxleas is an organisation which values difference and promotes equality, diversity, and inclusion. Our Equality and Human Rights Policy and Strategy are designed to ensure that all our staff (including agency, bank, students, volunteers, and contractors) as well our service users, carers and members of the public are treated with dignity and respect. The Trust policies, procedures and practices are reviewed regularly to ensure that everyone who falls under the list of Equality Act 2010 protected characteristics does not suffer discrimination, either directly or indirectly. The current list of protected characteristics includes Age; Disability; Gender Re-Assignment; Marriage and Civil Partnership; Pregnancy & Maternity; Race; Religion and Belief; Sex and Sexual Orientation.

Health & Safety

All staff must be aware of the responsibility 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 condition for employees, patients, and visitors.

Professional and NHS Codes of Conduct

You are required to act at all times in accordance with the relevant professional Codes of Conduct and Accountability (including, where applicable, those for Board Members). In addition, all management staff must comply with the 'Code of Conduct for NHS Managers' and 'Standards of Business Conduct for NHS Staff'.

Safeguarding

It is the responsibility of all staff to safeguard and protect children and adults at risk at all times and staff must report any concerns as per Safeguarding Children and Safeguarding Adults policies, which are available on the Trust's intranet. Every member of staff must undertake regular mandatory safeguarding training at a level relevant to the role.

Financial Management and Control of Resources

All staff are responsible for the security and the property of the Trust, avoiding loss or damage and being economical and efficient in the use of resources. Staff are required to act in accordance with the rules and regulations as described in the Trust's Policy relating to the Financial Management and Control of Resources'.

Customer Care

It is the aim of the Trust to provide patients and clients with the best possible care. All staff are required to put the patient/client first and do their utmost to meet requests and needs courteously and efficiently.

Personal/Professional Development Planning/Mandatory Training

All staff should have a personal development plan and in conjunction with their manager, should actively determine and pursue agreed training and development needs and opportunities. All staff are required to attend mandatory training as designated by the Trust.

Sustainability

Demonstrate social and environmental responsibility and help establish Oxleas NHS Foundation Trust as a sustainability leader. Collaborate to contribute to or lead change management towards Oxleas NHS Foundation Trust goal of reaching Net Zero by 2040 as stated in the Green Plan.

No Smoking

Oxleas NHS Foundation Trust has a no smoking policy. Staff are not permitted to smoke within or on Trust premises.

3. Our Values

We have distinctive values at Oxleas - We're Kind, We're Fair, We Listen, We Care.

Our values are very important to us. They help Oxleas to be a great place to work. We want everyone who works at Oxleas to live our values and we will expect this of all our new joiners.

Our Values and Behaviours framework describes what it means for every one of us in the Trust to put our values into action. The framework can be found on our Trust Website: [Our values - Oxleas NHS Foundation Trust](#)



Signed by Line Manager

Signed by post holder

Date

Date

Print Name

Print Name

Note:

Please attach an organisational chart alongside, a person specification, and Job Description.



PERSON SPECIFICATION

JOB TITLE: Team Manager for Home Enteral Nutrition (HEN) Services

DEPARTMENT: Adult Community Dietetics /Malnutrition service

GRADE:8A

Education/Qualifications	How measured
<ul style="list-style-type: none"> • Degree in Dietetics supplemented by diploma level specialist training, management qualification or equivalent and experience. • Registered with the Health Care Professions Council (HCPC), UK • Member of the British Dietetic Association (BDA) and PENG specialist subgroup • Leadership or management qualification- Desirable 	Application / Interview
Experience	
<ul style="list-style-type: none"> • At least 6 years' broad clinical experience to include 3 years working in relevant specialist clinical area of dietetics • Evidence of significant experience in adult HEN • Judgements on a range of complex enteral feeding problems which require investigation, analysis and assessment. • Assesses, develop and implement enteral feeding treatment for caseload of patients with specialised care needs, • Managerial/supervisory experience • Significant operational experience of managing a service. • Significant experience of recruitment and selection, performance managing staff. • Significant experience of workforce and business planning and implementing service developments • Experience of training students and other Healthcare 	Application / Interview

<p>Professionals.</p> <ul style="list-style-type: none"> • Significant experience of working as part of the multidisciplinary team • Previous experience of conducting audits and improving quality of service • Experience in assessment, treatment, and management of patients with complex enteral feeding problems • Experience of managing own caseload 	
<p>Skills/Abilities/Knowledge</p>	
<ul style="list-style-type: none"> • Ability to analyse and problem solve complex clinical and non-clinical and demonstrate creativity in producing practical solutions. • Manage own time effectively and delegate as necessary. • Experience of evaluating workforce development and skill mix. • Ability to meet deadlines and prioritise competing demands. • Experience of change management and implementing service developments. • Ability to analyse and monitor activity data and budget reports. • Able to use Word, Excel, PowerPoint and other packages. • Knowledge of a range of methods to engage service users in service planning and development. • Demonstrate the ability to communicate at all levels, from patients and carers to senior management level, across organisational boundaries. • Ability to negotiate and influence effectively. • Ability to deliver formal presentations to large groups. • Experience of writing reports and clinical notes in keeping with local policy. • Ability to negotiate and discuss complex and contentious issues. • Ability to present complex facts and statistics which require interpretation and analysis. • Experience of using interpreters/advocates. 	<p>Application / Interview</p>

<p>Effort and Environment</p> <p>Physical Effort Light physical effort when treating patients; carries equipment.</p> <p>Mental Effort</p> <ul style="list-style-type: none"> • Occasional prolonged concentration <p>Emotional Effort</p> <ul style="list-style-type: none"> • Frequent distressing or emotional circumstances <p>Working Conditions</p> <ul style="list-style-type: none"> • Frequent highly unpleasant conditions 	Application / Interview
<p>Other Requirements Car owner/driver Current valid driving license.</p>	Application

NB These are not definitive lists if there are any others specific to a post, please add to the form which should then be signed by the line manager and post holder alongside the Job description.

Signed by Line Manager

Signed by post holder

Date

Date

Print Name

Print Name