

Job Description

JOB TITLE	Food Service Dietitian/Nutritionist
GRADE	Band 7
REPORTS TO	Team Lead Nutrition Support
ACCOUNTABLE TO	Operational Lead for Dietetics
DEPARTMENT	Dietetics
DIVISION	CDCS
DATE	September 2023

JOB PURPOSE

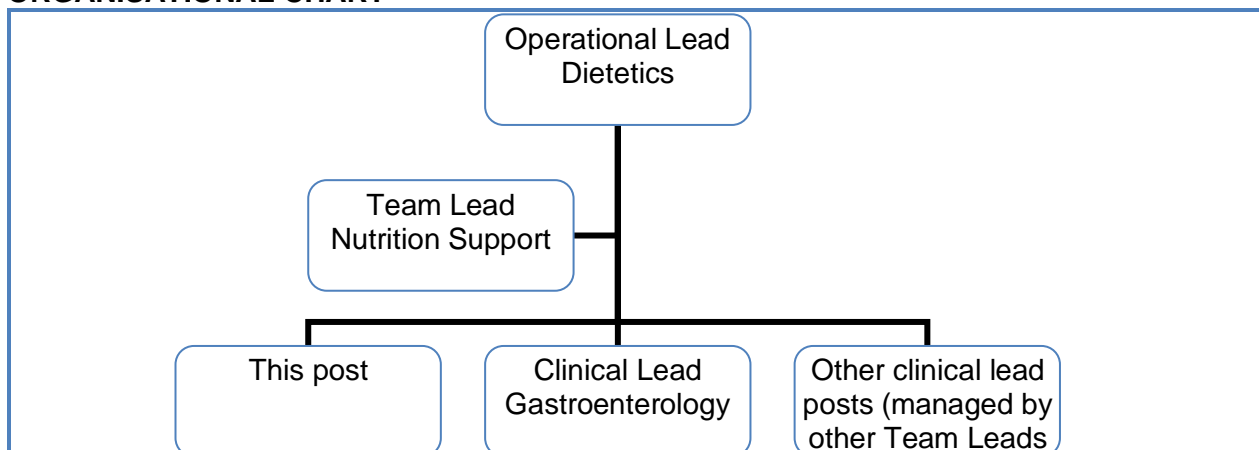
To be an expert nutrition and dietetic resource to the Dietetic and Catering department providing support to ensure compliance with recommended healthcare nutrition and hydration standards to provide an effective food and drink service for patients, staff and visitors.

To work in partnership with the multidisciplinary team (Catering, Dietetics, Speech & Language Therapy and Nursing) on a strategic level in the development, delivery and evaluation of the food and drink service in order to achieve healthcare food service best practice for University Hospital of Derby and Burton.

The post holder will be responsible for championing high quality nutrition and hydration provision for both patients and staff with specific focus on high nutritional quality of meals. The post holder will be required to work cross site, working with front line catering teams, catering managers, retail teams, retail managers, dietitians, and other stakeholders to support the development and review of hospital menus ensuring the Trust delivers a wide range of standard, therapeutic, religious and cultural diets to meet the needs and expectation of our patients and staff.

The post holder will be highly influential in the management of incidents involving any aspect of food service.

ORGANISATIONAL CHART



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DIMENSIONS

This post is 30 hours per week and is across all 5 sites of UHDB. The post holder must be able to transport at short notice between each site.
Some late-night working may be required for service review purposes.

KEY RELATIONSHIPS

Internal

- Dietitians
- All catering and retail teams
- Service leads in Facilities Management
- Service managers and team leaders
- Nursing staff at all levels
- Doctors at all levels
- Admin and clerical staff
- AHP's
- Health care assistants
- Quality leads.

External

- GPs
- District nurses
- Community matrons
- Medicine management
- Other Trust home enteral nutrition teams
- Other Trust's dietetic departments

KEY RESULT AREAS

Main Working Responsibilities

- Motivated to enhance and optimise patient menu design to improve the care of inpatients; this includes adult and paediatric wards.
- Lead the Dietetic Catering Group and develop strategies to link catering and dietetics to optimise patient care.
- To represent dietetics and catering at Nutrition Steering Group, Patient Led Assessments of the Care Environment (PLACE) audits, procurement, regional formulary and catering meetings.
- Ensuring all hospital menus are nutritionally adequate and reflect best practice guidelines including hospital food standards, allergen information and IDDSI framework recommendations.
- Work jointly with catering, nursing and dietetics to initiate, plan and deliver Trust education and training in nutrition.
- Menu analysis and coding of adult and paediatric menus ensuring that menus align with the requirements of the local population for religious, cultural and therapeutic needs.
- Menu and electronic meal ordering co-design to optimise the patients' access to nutritional information.
- Food tasting and trials supporting menu development and menu-based initiatives.
- Development and evaluation of nutritious drinks, snacks and out of hours food availability for staff, patients and visitors.

- Work with stakeholders to ensure nutritionally adequate, healthy food is available 24 hours per day for patients, staff and visitors.
- The development of catering initiatives linked to staff and patient experience in line with the BDA Work Ready Programme, PLACE and the BDA Nutrition and Hydration Digest.
- Interprets and incorporates new national policy, guidelines and best practice standards into local work.
- Works with the wards, catering and dietetics to evaluate and audit current service and to identify future service changes/ improvements.
- Lead on the review of incidents associated with catering and scrutinise themes to improve service provision and reduce incidents.
- Involved in training and education of catering and facilities staff in optimising menus and food service.
- Championing 'Mealtimes Matters' and the importance of protected and supported mealtimes. To link in with the National Hospital Food Review for which our trust catering lead is involved.
- Ensure new initiatives are in line with environmental sustainability targets, working towards the aims of the Nutrition and Hydration Digest (3rd edition)

Communication and Relationships

- Develops, builds and maintains effective working relationships with a range of stakeholders across the acute trust including ward based staff, the dietetic team, catering services and facilities management.
- Promotes discussion and constructive conversation around approaches to practice within catering and dietetics.
- Takes responsibility for instigating and directing dietetic service evaluation and change within the remit of catering provision.
- Champions good practice, communicates, promotes and celebrates own work and that of team.
- Develops, reviews and evaluates literature appropriate for patients and ward staff in relation to principles of good Nutrition and Hydration across a variety of inpatient areas.
- Can disseminate new and innovative practice promoting successes and initiatives through a variety of mediums and is highly competent with IT systems.
- Leads with service integration and acts as a key link between dietetics, speech and language therapy and catering in all matters in relation to hospital catering.
- Advanced communication skills developed in consultation, engagement and negotiation as required for the role.
- Links in with regional and national groups and can provide advice to Dietitians from other hospitals or Universities in the UK in relation to the role and remit of the Hospital Food Services Dietitian.
- Champions national weeks of relevance including Nutrition and Hydration Weeks.

Training and Education

- Can plan, deliver and evaluate training sessions to a range of stakeholders in one to one or group formats.
- Able to run focus groups, chair meetings and incorporate patient opinion and feedback into sessions.
- Supports and leads with trust wide audits and research in relation to matters incorporating nutritional content and availability of the food provision.
- Regularly involved in the practical training of student dietitians and of health care professionals and assistants.
- Actively involved in the training of dietetic students.

- Is responsible for supervision when student dietitians are treating patients and incorporates student activities into the day-to-day work of the Hospital Food Services Dietitian.
- Is able to work through an interpreter in complex cases; including in group education where necessary.

Personal Attributes

- Identifies and informs manager of any potential risks and takes appropriate action to lead with minimising any risks/ incidents within clinical area of practice.
- Organise and conduct induction for new staff, delegating as appropriate.
- To attend an appraisal with your Team Lead on an annual basis and regular feedback sessions with catering lead. To participate in 1:1 sessions.
- Continuously seeks to improve and develop professional practice within advanced parameters.
- Evaluates own work and current practices through the application of the available evidence base, clinical and non-clinical supervision.
- Frequent requirement to concentrate for report writing and dietary analysis calculation and with an unpredictable work pattern, subject to frequent interruptions.
- Undertakes mandatory training as outlined by the Trust.
- Will monitor and maintain Health and Safety of self and others in scenarios where exposure to heat, humidity and noise as well as exposure to the risks entailed in handling hot foods, kitchen utensils and equipment may be present.
- Flexible, adaptable, able to work to deadlines; manage and prioritise own workload.
- Able and willing to work weekends and bank holidays as potentially required in future by the modernising of the trust.

Physical effort

- Able to undertake light physical work.
- Able to attend all five sites in person when needed.
- There may be a requirement to carry light equipment between sites.
- May be required to work outside of usual working hours.
- May be required to stand for long periods of time and/or walk over extensive distances..

Mental effort

- Able to concentrate for prolonged periods of time.
- Supports others in problem solving.
- Concentration span for prolonged periods of time.
- Frequent requirement to concentrate for report writing and dietary analysis calculation and with an unpredictable work pattern, subject to frequent interruptions from bleep, telephone and directly from individuals regarding patient care.

Emotional effort

- Undertake consultations with distressed and emotional patients and their carers including breaking bad news and dealing with difficult family situations and circumstance.
- Supports other members of staff who may be distressed by clinical incidents.

Working conditions

- Frequently works with areas where there are unpleasant smells and soiled linen or

exposure to radiation (i.e. x-rays)

- Working in hot environments if required when working alongside facilities management.

PERSON SPECIFICATION (for recruitment)

	Essential	Desirable
Education, Training and Qualifications CPD Requirements	<p>BSc Dietetics with HCPC registration OR BSc Nutrition (Degree to be accredited by the Association for Nutrition, AFN)</p> <p>Food Service Specific Course</p> <p>Leadership skills training</p> <p>Evidence of ongoing CPD with an element in food service and nutrition.</p>	
Experience & Knowledge	<p>Experience in developing and leading individual, small and large group teaching sessions</p> <p>Proven knowledge of hospital catering systems and working with catering teams</p> <p>Understanding and implementation of Governance strategies</p> <p>Experience of leading on, reviewing and feeding back on incidents</p> <p>Evidence of relevant experience in adult and paediatric catering and food service provision</p> <p>Experience of working in a hospital environment within the NHS</p> <p>Experience in project management</p> <p>Experience of conducting audit, research, quality improvement projects and/or service evaluations</p> <p>Working as part of a Multidisciplinary Team</p> <p>Ability to critically evaluate current research.</p>	<p>Experience of training dietetic students or training and managing junior staff in a catering field</p> <p>Evidence of oral/poster presentations at regional / national level</p> <p>Experience of nutrition in a retail setting</p> <p>Experience of mentoring or line managing junior staff</p>

Skills and Ability	<p>Experience in menu planning and menu analysis using specialist software.</p> <p>Evidence of developing and implementing policies, guidelines, protocols and pathways.</p> <p>Evidence of designing, leading and reporting audits.</p> <p>Excellent verbal and written communication skills.</p> <p>Time management/ organisational skills</p> <p>Flexible and able to respond to last minute requests.</p> <p>Ability to prioritise a busy workload.</p> <p>Computer literacy including email, Microsoft Word, Excel and PowerPoint.</p> <p>Ability to analyse and interpret basic statistics.</p> <p>Professionalism</p>	<p>Experience of service quality improvement</p> <p>Be assertive and proactive in the workplace.</p> <p>Experience presenting to senior management (may include Board level management).</p>
Communications and interpersonal skills	<p>Strong presentation skills to large groups of people</p> <p>Excellent interpersonal skills</p> <p>Ability to communicate highly complex/sensitive information.</p> <p>Evidence of reflective practice</p> <p>Demonstrates highly developed teaching skills.</p> <p>Able to demonstrate negotiation and motivational skills.</p> <p>Able to present research/reports in formal and informal settings.</p> <p>Can write clearly and concisely.</p>	
Values and Behaviours	<p>Able to work as a team member.</p>	

	<p>Able to motivate others.</p> <p>Dedicated to CPD and ongoing development of skills.</p> <p>Able to work under pressure and manage complex situations including conflict.</p> <p>Able to work on own initiative.</p> <p>Able to manage own time effectively.</p> <p>Able to critically appraise own performance and has insight into own coping strategies in stressful situations.</p> <p>Awareness and experience of application of national guidelines that mandate best practice with relation to MUST/catering systems/food first principles.</p> <p>Maintains professional experience.</p> <p>Self-motivated, flexible, adaptable and creative</p> <p>Able to respond to unpredictable work patterns and frequent interruptions.</p> <p>Able to deal with distressed patients.</p> <p>Able to prioritise work and meet deadlines.</p>	
Other requirements	Full UK Driving licence and access to car.	

Person Specification

Communication and relationship skills (include internal/external contacts)

- Develops, builds and maintains effective working relationships with a range of stakeholders across the Trust including ward based staff, the dietetic team, catering services and facilities management.
- Promotes discussion and constructive conversation around approaches to practice within catering and dietetics.
- Takes responsibility for instigating and directing dietetic service evaluation and change within the remit of catering provision.
- Champions good practice, communicates, promotes and celebrates own work.
- Develops, reviews and evaluates literature appropriate for patients and ward staff in relation to principles of good Nutrition and Hydration across a variety of inpatient areas.
- Can disseminate new and innovative practice promoting successes and initiatives through a variety of mediums and is highly competent with IT systems.
- Leads with service integration and acts as a key link between dietetics, speech and

- language therapy and catering and retail in all matters in relation to hospital catering.
- Advanced communication skills developed in consultation, engagement and negotiation as required for the role.
- Links in with regional and national groups and is able to provide advice to Dietitians from other hospitals or Universities in the UK in relation to the role and remit of the Hospital Food Services Dietitian.
- Champions national weeks of relevance including Nutrition and Hydration Weeks.

Knowledge, training and experience

- BSc Dietetics with HCPC registration OR BSc Nutrition (Degree to be accredited by the Association for Nutrition, AFN).
- Attendance at a Food Service Specific Course.
- Recognised leadership skills training.
- Evidence of ongoing CPD with an element in food service and nutrition.
- Able to demonstrate excellent organisational, professional and leadership skills.
- Able to demonstrate up-to-date knowledge of national issues in Food Strategy and Food Service including national guidance.
- Able to lead a small team of individuals in a busy environment.
- Extensive knowledge of clinical dietary effectiveness related to the application of nutrition for health and wellbeing.
- Qualified and experienced in training student dietitians/training of other staff.
- Knowledge & application of professional ethics.
- Understanding of Clinical Governance.
- Evidence of continued professional development, reflection and appraisal of own performance.
- Able to support and take a key role in the professional development of others.
- Able to demonstrate new ideas for new ways of working and delivering services, and evidence of change management skills.
- Able to prioritise workload, maintaining a flexible approach and can help other dietitians and students develop these skills.
- Specialist expertise obtained by in depth national and international study and practical experience.
- Has knowledge and varied experience of working with patients/service users who has complex dietary requirements.
- Can understand and apply the rules of confidentiality and patient ethics.

Analytical and judgemental skills

- Able to analyse critically, disseminate and manage information, including that of a highly sensitive nature.
- Ability to reflect on individual patient cases and patient feedback including through FFT, PLACE and National inpatient survey.
- Able to contribute to best course of dietary treatment and other aspects of patient care in line with the treatment plan set by the dietitian.
- Able to demonstrate problem solving skills.
- Able to demonstrate understanding of service planning and the ability to identify areas for service improvement.
- Able to innovate and willing to develop ideas.
- Ability to adapt to change.

Planning and organisational skills

- Ability to plan and manage own workload.
- Ability to lead and assume responsibility.
- Ability to plan and lead meetings regarding patient catering and retail food provision.
- Ability to undertake necessary administrative and monitoring tasks.
- Ability to plan and organise complex activities and programmes, requiring the formulation and adjustment of operational and strategic plans for the dietetic service whilst managing the needs and delivery of the catering and retail service.
- Ability to organise, develop and oversee Trust-wide and external educational input.
- Able to work flexibly enough to cover unexpected tasks.
- Demonstrates self-motivation and the ability to motivate others.
- Plans and co-ordinates team activities, including regular catering team meetings.

Physical skills

- Ability to use weighing and measuring equipment.
- Driving skills.
- Competent Information Technology skills.
- Keyboard skills – requirement for accuracy.
- Use of computer software including dietary analyses and hospital based systems.
- Ability to stand for long periods of time (example, observe mealtimes on wards)

Responsibilities for patient / client care

- Supervises the work of the food service team to ensure consistent standards of care.
- Ability to communicate with patients and their families regarding specialist nutritional needs/allergen requirements at ward level.
- Be able to work with families and carers when incidents involving food service or catering occur.
- Work with catering and facilities management to ensure menus provided meet the cultural and nutritional needs of the local population who are admitted to the wards.

Responsibilities for policy and service development

- Leads the development and implementation of food service and food strategy policies.
- Assists in the development and implementation of departmental policies where the above will have impact.
- Aware of NHS, government and national policy.
- Takes responsibility for the production, implementation, monitoring and evaluation of food service guidelines, policies and procedures.
- Ensures regular monitoring and audit of various food service tasks, acting on the results for service improvement.

Responsibilities for financial and physical resources

- Awareness of financial implications of dietary treatment/meal provisions/catering budgets within the Trust.
- Be aware of the financial constraints the facilities management teamwork within.
- Able to actively participate in contract negotiations for nutritional services and products within the Trust.
- Review and develop evidence-based patient information.
- Understands the cost of nutritional supplements both standard and specialist products.

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- Authorises time sheets for locums within the department,
- Authorise study leave, annual leave, travel expenses for staff at band 4-6 when applicable

Responsibilities for human resources

- Ability to supervise and support team members professionally.
- Ability to design and deliver teaching and assessment.
- Ability to provide training and development for catering and retail staff and dietetic staff as well as volunteers and students.
- Leads catering and facilities staff in the nutritional provision of menus across the Trust.
- Teaching and presentation skills.
- Can work in and lead a team.
- Assists in the appraisal process of dietetic/clerical staff as required

Responsibilities for information resources

- Undertakes departmental/catering data collection.
- Appraisal of patient information and educational resources in relation to job role
- Documents patient interactions within medical notes or electronic patient record
- Ensures all patient/staff information and educational resources e.g. leaflets, posters, diet sheets are evidence based, accurate and up to date.

Responsibilities for research and development

- Experience of conducting audit and/or research and supporting other members of the team to facilitate good R&D practice.
- Ability to analyse and interpret statistics and results.
- Follows departmental policies and procedures to ensure best practice.
- Generates own audit/ research and encourages others.
- Involved in departmental and client group specific audit projects.
- Undertakes surveys as necessary to own work.
- Keeps up to date with research and development to ensure best practise and dietetic guidance in the catering and retail teams and service provision.

Freedom to act

- Ability to manage work and operate independently and in isolation.
- Works and acts independently and takes responsibility for own workload and the work of the team.
- Works within professional standards.
- Adheres to code of conduct.
- Responsible for student dietitians and members of own team
- Reaches independent clinical judgements and makes referrals to other health professionals as required.

Physical effort

- Able to undertake light physical work.
- Able to attend all five sites in person when needed.
- There may be a requirement to carry light equipment between sites.
- May be required to work outside of usual working hours.
- May be required to stand for long periods of time and/or walk over extensive distances.

Mental effort

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Working conditions

- Frequently works with areas where there are unpleasant smells and soiled linen.
- Working in hot environments if required when working alongside facilities management

This job description outlines the duties as currently required but may be amended by mutual agreement to reflect future transformation and integration of the Trust.

Signed: (Member of staff)		Date	
Signed: (Line Manager)		Date	

University Hospitals of Derby and Burton NHS Foundation Trust was formed on 1 July 2018, bringing together five hospital sites in Derby and Burton.

Our aim is to bring together the expertise of our 12,300 staff to provide the highest quality care to patients within Derbyshire and South East Staffordshire. Our vision, values and objectives are:



Our Vision & Identity

Our UHDB Identity is that we provide '*Exceptional Care Together*', which is our 'Why?'. It is the fundamental purpose that guides all that we do.



Our Values & Behaviours

Our staff have co-created a set of values and behaviours that are stretching and inspiring in equal measures. These are our UHDB promises. They are powerful messages and will shape how we care for others and care for each other. They are **Compassion, Openness and Excellence...**



Our objectives

As part of the 'Big Conversation', we lastly turned our attention to our aims, big steps we must we take in the future. This is our 'What?'. Our staff said that we should continue to have **PRIDE...**

Equality, Inclusion and Diversity

University Hospitals of Derby and Burton NHS Foundation Trusts is fully committed to promoting inclusion, equality, diversity and human rights in employment and delivery of its services. The Trust is committed to providing an environment where all employees, patients, carers and visitors experience equality of opportunity by means of understanding and appreciating the value of diversity.



The Trust works to eliminate all forms of discrimination in line with the Equality Act 2010, and recognises that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

The Trust actively encourages its employees to challenge discrimination and promote equality of opportunity for all.

Employees of the Trust are required to comply with its policies and values around equality, inclusion, diversity and human rights. Failure to do so will be treated as misconduct under the Trusts' Disciplinary Policy and Procedure, which may result in dismissal."

Freedom to Speak up

The Trust is committed to listening to our staff and learning lessons. There are a variety of ways in which concerns can be raised in person, by phone or in writing (including email). We also have a Freedom to Speak Up Guardian who works with Trust leadership teams to create a culture where staff are able to speak up in order to protect patient safety and empower workers. Full details can be found on the Trust Intranet

Data Protection

Organisations are required to comply with the General Data Protection Regulation; the UK Data Protection Act 2018; all other data protection legislation and other local policies and procedures regarding the handling of information. All employees retain the right to request information held about them.

Confidentiality

The Trust requires all staff to maintain a high standard of confidentiality, and any disclosure of information outside the proper and recognised course of duty will be treated as a serious disciplinary offence.

Infection Control

The prevention and management of infection is a key priority for the Trust. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself.
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff.
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at mandatory training and ongoing continuing professional development
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Health and Safety at Work Act

All staff must not wilfully endanger themselves or others whilst at work. Safe practices and precautions must be adhered to.

Smoke free Trust

The smoke free policy applies to staff, patients, resident's visitors and contractors.

Research

"The Trust comprises research-active hospitals with a developing culture of research and innovation across the whole organisation. All clinicians are expected to engage in research, development & innovation.

Engagement of clinical staff in research covers a spectrum of involvement, ranging from having an awareness of the studies and trials taking place in their areas, to assisting with the identification of research participants, to research-experienced individuals who win research funding and assume the role of Chief Investigator for multi-centre trials and studies".