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## Job Description

### 1. JOB IDENTIFICATION

**Job Title:** Clinical Team Lead Dietitian

**Department(s):** Doncaster Care Group

**Job Holder Reference:**

**No of Job Holders:** 1

### 2. JOB PURPOSE:

- Provides strong clinical, managerial and operational leadership to the Dietetic Team by acting as a role model and by promoting and maintaining agreed standards of care to improve the patient's experience.
- Works as an autonomous practitioner providing expert advice, assessment, education to patients, families, carers and professions in relation to specialist area(s)
- Assess, plan, deliver and evaluate evidence based person centred clinical care to patients and provide the necessary advice throughout the patients pathway ensuring partnership and integration between primary and secondary care services in specialist areas
- Responsible for efficient use of resources to ensure services are maintained and developed
- Lead in the provision and evaluation of evidence based person centred clinical care to patients
- To be an expert clinical resources to members of the Dietetic team and other health care professionals to guide decision making

<p><b>4. SCOPE AND RANGE</b></p> <ul style="list-style-type: none"> <li>• Lead and manage staff working in specialist areas – including all aspects of operational and performance management</li> <li>• Work with other providers to develop and maintain seamless care for patients who have nutritional concerns.</li> <li>• Review the team caseload on a continuous basis to ensure that the team is working as efficiently and effectively as possible, implementing actions where necessary.</li> </ul>

<p><b>5. MAIN DUTIES/RESPONSIBILITIES</b></p> <p><b><u>Clinical</u></b></p> <p><b><u>To take management responsibility for the staff working in specialist area ensuring that it is delivered in an efficient and effective manner.</u></b></p> <p>To coordinate and provide a five day service.</p> <p>To provide leadership to members of the Dietetic team to ensure patients receive a co-ordinated package of care that is delivered in an efficient and timely manner.</p> <p>To deliver clinical work within a variety of settings e.g. ward based, patient's home, community settings and abide by rules and regulations pertinent to those settings.</p> <p>To undertake highly specialised dietetic assessments of complex patients. This will use a range of methods, including sensitive interviewing of patients and carers as appropriate, interpretation of medical and social information, assessment of blood biochemistry and anthropometric measurements and calculation of nutritional requirements.</p> <p>To provide advice on the prescribing of nutritional supplements and products as well as vitamins and minerals and, where appropriate, suggesting changes to other medications</p>
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that are within the scope of the dietician's specialist expertise.

To use effective professional interpersonal skills when discussing intervention with patients and carers with different levels of comprehension.

Provide a specialist response in complex and highly complex cases as an autonomous practitioner, evidencing high-level problem solving and reasoning skills and independence of judgement.

To refer individuals on to other professionals and agencies as appropriate to their need.

To act as an advocate for patients and provide support and advice to their family and carers as appropriate.

By on-going liaison and discussion with providers of care for people with nutrition support needs to influence decisions on appropriate investigations and medical support for people on the caseload.

To support and assist in the implementation of effective and efficient care by fostering strong relationships with key stakeholders e.g. development of pathways, introduction of new roles

Participate in discharge planning from other services to ensure a seamless service, attending case conferences where appropriate

### **Management and Leadership**

#### **To work closely with other members of the senior team to provide a cohesive leadership and management**

To lead and coordinate the staff within the team and monitor progress on individual areas of responsibility.

To be responsible for the environments where Dietetic advice takes place ensuring appropriate health and safety assessments are implemented.

To proactively monitor progress against Key Performance Indicators and report regularly to the Service Manager

To be responsible for the implementation of Department of Health guidance, national and local initiatives relevant to the service.

To work with other organisations (e.g. Social Services, Acute Trust) to develop services for individuals across Doncaster.

To be responsible for the direct supervision of team members and identification of development needs through Performance Development Review.

To be responsible for monitoring the quality of supervision of all staff.

To lead and participate in multi-disciplinary forums, meetings and working parties to develop services

To be responsible for monitoring and authorising special leave and annual leave within the team in accordance with Trust policies and procedures ensuring adequate service cover

To support all staff to maintain a healthy work-life balance e.g. emotional, physical support etc.

To be responsible for sickness monitoring and management within the team in accordance with Trust policy and procedure.

To be responsible for the recruitment and selection of staff e.g. writing job descriptions, interviewing, induction etc. in liaison with the Service Manager.

Responsible for induction of new staff, plan and implement appropriate training programmes, monitor progress through one-to-one meetings

Regularly review the structure and processes of the service to ensure patients are offered an effective and efficient service.

Ensure that all performance targets are met and that the information systems are robust and reliable.

To attend meetings on behalf of Doncaster Care Group to develop services for individuals across Doncaster.

To chair meetings across the service when appropriate e.g. Development meetings.

Report and record all accidents and untoward incidents as per incident policy, identifying trends and completing actions as appropriate

To manage and monitor delegated budgets and contribute to the cost effective delivery of the services e.g. signing of time sheets (monthly) and invoices as required, monitoring of skill mix and staffing rotas

## **Clinical Governance**

### **To work closely with the senior staff to ensure the Fundamental Standards are embedded into practice and that monitoring systems are robust**

To regularly evaluate the service to ensure continuous effectiveness, efficiency and quality.

To take a lead in the introduction of new, evidence based techniques and activities within Doncaster Care Group.

To actively encourage patient and public involvement in the development and operation of services.

To investigate informal and formal complaints.

To investigate incidents within Doncaster Care Group.

To ensure that staff are aware of health and safety legislation, risk management procedures and COSHH procedures.

To be responsible for the Health and Safety of staff by implementing sound processes procedures and monitoring regularly.

Adhere to, contribute, develop and review Trust policies.

Lead on the development of local quality and performance improvement plans

Lead on the development and evaluation of a range of audits/research within the service area

## **Education and Development**

### **To work closely with other senior staff to develop and implement programmes to ensure staff are competent to practice**

To participate in regular supervision and an annual Performance Development Review.

To take responsibility for identifying own personal and professional development needs and maintaining a professional portfolio.

To develop and monitor robust mechanisms to ensure that all staff within the service are competent to practice.

To provide guidance and instruction to other staff e.g. training/teaching sessions.

Lead and coordinate initiatives to raise awareness of patients, public and professionals on the role of the Dietitian and the Doncaster Care Group

Offer specialist Dietetic expertise and advice to Health, Social and Voluntary care staff, on situations or difficulties relating to clinical care, or community issues

Act as a resource person and contribute to service development across the pathways and with partners.

Lead in the dissemination of up to date working knowledge of current local and national initiatives and issues within the NHS

Maintain personal Professional Registration and ensure adherence to Professional codes of supervision and conduct

### **Administration**

To work with the senior team to ensure efficient management of the budget.

To take responsibility for the procurement of equipment and supplies for the team.

To act as an authorised signatory for operational aspects of team.

To keep performance information in line with Doncaster Care Group information requirements.

To document all intervention in patient records in accordance with Trust and Professional Guidelines

Any other duties commensurate with job banding.

## **6. SYSTEMS AND EQUIPMENT**

- Is responsible for the purchase of appropriate equipment within the service areas of responsibilities
- Be competent with use of equipment within scope of professional practice
- Co-ordinate and record delivery of education and training within the team
- Lead, develop and update the vision and philosophy of service area by consultation with other members of the multi-professional team, patients and carers

- Responsible for the facilitation of a suitable learning environment for all members of the team by ensuring availability and access to a range of learning opportunities e.g. study days, distance learning packs and tutorials on an ad hoc basis
- Facilitate, monitor and evaluate new system developments e.g. Performance Monitoring Database
- Be conversant with use of computer to access patient information and communicate with other professionals within own organisation and external agencies.

## **7. DECISIONS AND JUDGEMENTS**

- Leads in complex decision making and problem solving relating to clinical care and risk assessment on an on-going basis e.g. patients with multiple and unusual care needs, complex discharge plan, resolution of complaints, first contact on patient assessment
- Co-ordinates annual leave for staff within the team ensuring adequate cover, monitors statutory updates
- Organises own time and delegates tasks to appropriate team members
- Has responsibility to ensure the service areas are appropriately staffed to meet patients rehabilitative needs
- Acts as role model and 'signposts' patients, relatives and staff to other services as appropriate
- Involved in complex decision making relating to clinical care

## **8. COMMUNICATIONS AND RELATIONSHIPS**

- Act as a catalyst for on-going changes in the development of an open culture within the team by acting as a role model and implementing leadership skills
- Communicates and liaises with consultants and health & social care staff.
- Is responsible and accountable for the maintenance of timely, contemporaneous and effective communication systems within the service area.
- Communicates condition related, often sensitive, information to patients and relatives in an empathetic and reassuring manner maintaining confidentiality in line with information governance
- Participates in a variety of 'working groups' on behalf of the DCG relating information to senior colleagues during development meetings.
- Utilise clinical expertise of others e.g. GP's, specialist nurses,
- Co-ordinates and identifies training and development needs of the teams through direct involvement with Personal Development Review process, one to one's and personal development plans
- Act as a frontline resolution to any patient/carer complaints ensuring adherence to policy and dissemination of 'lessons learnt'

- Manage teams sick/absence following trust policy ensuring safe and appropriate skill mix within the team and referring staff to appropriate agencies e.g. Occupational Health and Human Resources
- Lead and motivate staff in on-going service development by acting as a change agent.
- Communicate with GP's and consultants, written and verbal information, about the on-going progress of patients
- Develop and implement robust mechanisms to ensure effective communication is in place for all staff
- Participate in team handovers pertaining to patient clinical information, daily
- Communicate with patients and carers regarding their condition and progress, with empathy and reassurances, whilst maintaining confidentiality at all times

## **9. PHYSICAL DEMANDS OF THE JOB**

- Driving for long periods of time
- Large geographical area to cover (280 square miles)
- Unpredictability of workload, numbers of referrals, responding to referrals within locally agreed time scales
- Exposure to a range of bodily fluids, e.g. blood, urine, saliva
- Sitting for long periods of time at a desk
- Dexterity needed to undertake certain tasks e.g. use of IT keyboard on a daily basis
- Lone worker

## **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

- Resolution of stress areas identified by staff on an on-going basis e.g. change management, resolving conflict within the team
- Constant changing demands and interruptions e.g. responding to telephone enquiries, unexpected fluctuations in staffing levels
- Emotional demands of patients and carers, e.g. dealing with concerns regarding waiting times, carer stress
- Time management e.g. meeting appointment times within local protocol
- Lone working with associated risks e.g. health and safety
- Unpredictability of issues e.g. clinical issues, managerial and administrative issues
- Dealing with complex and challenging clinical issues e.g. violence & aggression, neglect, limited resources
- Exposure to infectious/transmissible diseases e.g. MRSA, HIV, TB, Hepatitis
- Driving/covering large geographical area
- Management of degenerative, progressive and disabling conditions/dealing with



terminally ill patients and their relatives
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<b>11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB</b>
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| <ul style="list-style-type: none"><li>• Degree or equivalent in Dietetics</li><li>• Will be required to have Professional Registration with the HCPC</li><li>• Minimum 5 years clinical experience (2 years at Band 6 level within Nutrition support enteral and oral feeding experience)</li><li>• Experience of working across primary and secondary care</li><li>• Experience in leading a team</li><li>• Knowledge and experience of community working</li><li>• Excellent team building and leadership skills</li><li>• Proven communication and inter-personal skills</li><li>• Proven evidence of continued professional development certificates.</li><li>• Performance and Development Review Training</li><li>• Management Training</li><li>• Teaching qualification</li><li>• Completion of PENG clinical update or equivalent</li></ul> |
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<b>12. HEALTH &amp; SAFETY</b>	
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<p>The post holder is required to take reasonable care for his/her own health and safety and that of other persons who may be affected by his/her acts or omissions. The post holder is also required to cooperate with supervisory and managerial staff to ensure that all relevant Statutory Regulations, Policies, Codes of Practice and departmental safety procedures are adhered to and to attend relevant training programmes.</p>	
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### 13. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies. *Please note the Job Holders, Line Managers and Head of Department/Directorate's signature should be on a separate page to the rest of the job description.*

**Job Holder's Signature:**

**Date:**

**Line Manager's Signature:**

**Date:**

**Head of Department/Directorate's Signature:**

**Date:**