**JOB DESCRIPTION**

**JOB TITLE** Band 3 Dietetic assistant

**GRADE/BAND** Band 3

**HOURS** 37.5 hours per week (full time)

**LOCATION** As determined by service need; Community – Various locations

**RESPONSIBLE TO** Professional Advisor for Nutrition and Dietetics

**ACCOUNTABLE TO** Therapy Service Lead

**JOB PURPOSE**

The post-holder will be required to provide clinical support to the community Dietetics team in accordance with Trust policies and procedures.

This post holder provides a link between the department, the patient and their GP for patients/carers and other health care professionals. They will provide a comprehensive, efficient, and responsive service to the Dietetic team.

The post holder will work alongside the Dietetic team and the nutritional feed companies to ensure effective and efficient care for patients in them obtaining their prescriptions working towards a fully Off-FP10 model within the community.

The post holder will have an understanding of the service requirements, and an appreciation of the concerns and queries of patients and carers.

This post requires a self-motivated and professional individual, with the confidence and ability to work on his or her own initiative or as part of a team within standard operating procedures.

1. **Professional**
* Maintain a professional appearance in line with the Trust dress code
* Uphold the Trust’s values and behaviours (available on the Trust web site) and behave in a professional manner, maintaining public confidence.
* Maintain professional and courteous working relationships with staff and respect the equality and diversity of each and every person he/she encounters in the course of his/her business.
* Uphold the privacy and dignity of the client group and respect equality at all times.

**2. Key Responsibilities**

* Act as a focal point for the clinical team. Provide a friendly and professional service; deal with enquiries from a multitude of sources following Trust policies and standard operating procedures. Liaise with GPs, other hospitals, patients, internal medical/non-medical staff and medical/non-medical external staff by a variety of means i.e. face to face/phone/e-mail/letter on a daily basis.
* To work alongside the Dietitians in visiting patients in their own homes or speaking on the telephone, this may include joint visits or visiting alone to review and follow up patients who are on the clinical caseload. This may also include liaising with other professionals, family or carers to ensure that the optimal plan is in place.
* To work alongside the Dietitian in reviewing patient’s supplement prescriptions and ensuring the smooth roll out of working in an Off- FP10 model. This will include liaising with the feed companies and using IT systems to set up and amend prescriptions for patients on the caseload.
* Assist clinicians with administrative tasks, e.g. utilising IT systems or ensuring forms are completed and sent to relevant departments in a timely manner, in line with service specific standard operating procedures.
* To ensure all duties are undertaken in line with standard operating procedures and to enable the achievement of Trust and Service specific Key Performance Indicators
* Frequently receive and respond appropriately to telephone and personal enquiries from patients, relatives, GP’s, other consultants and external bodies, referring enquiries to the consultants / clinical team where necessary. This will require analysis of queries/issues, making judgements about how to deal with them and escalating as appropriate. This may require the use of tact/ empathic or reassurance skills. In addition, persuasive skills are often required where agreement or co-operation is required in trying to avoid Trust complaints.
* Accurate recording of all paper/computerised patient records, updating and amending information timely and within standard operating procedures.
* Undertake routine or ad hoc data validation as directed.
* Keep appropriate statistical records/information as and when required for the clinical team for audit purposes. Provision of statistical returns required at regular intervals. This may involve entering statistical data onto databases.
* In the absence of other members of staff, it may be necessary to ensure the email inbox is checked frequently and email referrals dealt with in a prompt and timely manner. Also undertaking typing of correspondence where required, using relevant IT systems to a high and accurate standard.
* To request, cancel and re-arrange appointments when necessary.
* Responsible for the receipt of referral letters with timely input onto the computerised IT Systems and ensuring that all patients’ demographic information is recorded accurately to arrange appointments.
* To be responsible for ensuring copies of correspondence are stored in the patients’ electronic records in accordance with standard operating procedures.
* To attend meetings and appropriate committees where attendance is required.
* To be responsible for the confidential management of patient records and ensure that all documentation is returned to the appropriate department timely within standard operating procedures.
* The post holder will give relevant assistance and training as and when required to support all colleagues.
* Demonstrate a good knowledge of nutritional supplements in order to review patients who have a nutritional supplement prescription in situ.
* To be able to liaise with other professionals such as Therapists, Social workers, GPs and carers to actively input into multi-disciplinary working.
* To assist the Dietitians to work on Dietetic resources and delivery of training to patients and professionals.
* To follow the Dietetic plan put into place by the qualified or student Dietitian and provide feedback to the named Dietitian when required.
* To discharge patients from the community caseload once the patient has achieved their aims/ goals.
* To be able to recognise when a patient’s circumstances change and to be able to hand the patient back to the qualified dietitian for a review of their nutritional plan.

**3. Resources and Finance**

* The post holder will ensure the proper use of the Trust’s resources such as stationery, telephone usage, photocopying and other consumables in the course of business, ensuring minimal waste and minimal cost.

**4. Organisational Responsibilities**

* To maintain the confidentiality of the Trust in respect of patient and staff information obtained at all times, and use such information only as authorised for specific purposes. Report any concerns about the use of such information to the senior manager.
* All staff at Mid Yorkshire Teaching NHS Trust have the responsibility for safeguarding adults, young people, children and unborns. This includes all employees:
* Having an understanding of relevant safeguarding policies, including the Mental Capacity Act policy
* Attending all mandatory safeguarding training in accordance with their role
* Having a responsibility to recognise and act upon any safeguarding/child protection concerns

**5. Personal Responsibilities**

* The post-holder is responsible for taking reasonable care with regard to himself/herself as well as for any colleagues, patients or visitors who might be affected by any act or failure to act by the post-holder in accordance with the Trust’s policies on Health and Safety at Work.
* To report any accident, untoward incident or loss relating to staff, patients or visitors according to Trust policies.
* To undertake in-service training relevant to the post.
* Comply with Trust Policies and Procedures.

**6. Area of work**

* The post holder will be required to undertake training events at any site across the trust.
* The post holder will be required to work in the community, this includes various bases in Wakefield and with the provision of agile working devices, working from home if and when it is required.

**7. Staff Development, Training and Education**

* The post holder will be required to undertake mandatory training and is responsible for keeping this training up to date.
* The post holder will have an appraisal of performance each year and will be responsible for agreeing a development plan in line with the Trust’s (KSF) Knowledge & Skill Framework, in agreement with their manager or immediate supervisor. The development plan will be reviewed each year.
* The Trust will provide assistance and agreed development to enable the post holder to achieve their objectives and standards in line with the development plan.
* If the post holder feels he/she is not achieving their objective as agreed in the development plan they will bring it to the attention of their supervisor or manager at the earliest opportunity

**8. Health and Safety**

* Work in accordance with Health and Safety regulations at all time
* Report any incidents of breaches of Health and Safety and report any dangerous acts or omissions that are seen in the course of duty that compromise the Health and Safety of staff or patients using the Trust Health and Safety policy
* Comply with audit recommendations and risk assessment recommendations to make the workplace and work practice safer
* Assist when required to do so, in any risk assessment activity undertaken.

THE MID YORKSHIRE TEACHING NHS TRUST

**PERSON SPECIFICATION**

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| **POST TITLE: A&C Band 3 Dietetic Secretary POST REF NO. LOCATION: Trustwide** |
| **Attributes** | **Essential** | **Desirable** | **How Identified** |
| **Qualifications** | * Vocational Qualification Level 3 in a relevant field
* Sound educational background (4 GCSE’s, grade C or above, including English)
* UK driving licence and daily access to a car for work
 | * IT qualifications e.g.

 ECDL * Medical Terminology
* RSA Level 3 typing/word processing or equivalent qualification or experience
 | Application formInterview |
| **Experience** | * Experience and knowledge of multi-disciplinary team working
* Secretarial experience
* Experience of working with filing systems
* Experience of good customer or patient care
* Working with computer software programmes such as Microsoft Office, e-mail and internet
* Experience of scheduling/co-ordination activities and/or resources
 | * Previous NHS administrative role
* Previous experience of working within Dietetics and a basic nutritional knowledge
* Experience of working with patients requiring health care
* Experience with NHS/healthcare software systems e.g. SystmOne
* Experience of working with confidential material
 | Application formInterviewReferences |
| **Knowledge and Awareness** | * Understanding and knowledge Caldecott/GDPR
* Awareness of own limitations.
* Understanding of need to maintain confidentiality
 | * Knowledge of Trust Policies
 | Application formInterviewreferences |
| **Skills and Abilities** | * Touch keyboard skills
* Demonstrate good verbal and written communication skills with team/clients/relatives, using tact when required
* Ability to deal with conflict
* Good Time management skills
* Ability to engage and motivate others
* High standard of accuracy
* High level of initiative
* Flexibility and ability to adapt to changing service needs
* Able to work as part of a team
* Strong analytical skills
* Ability to establish and maintain effective working relationships
 |  | Application formInterview |
| **Personal Attributes** | * Confident
* Calm under pressure
* Flexible approach to working arrangements
* Strong attention to detail and accuracy
* Self-motivated
* Professional appearance
 | * Evidence of ongoing personal development and willingness to further continuing personal development
 | ReferencesInterview |
| **Other** | * Ability to satisfy Occupational Health screening
* Can manage physical aspects of store management e.g. lifting of feed boxes
 |  | Application Form Interview |