



## Royal Hospital for Neuro-disability Job Description

<b>Job title:</b>	Dietetic Administrator
<b>Department:</b>	Dietetics
<b>Salary grade:</b>	B2 – 0.6 WTE
<b>Responsible to:</b>	Clinical Lead Dietitian via line manager
<b>Responsible for:</b>	To provide administrative support to the on-site home enteral feed team. This include managing feed stocks, tracking feeding pumps and using the electronic patient database. Carrying out duties as required and within own ability, under supervision of a Registered Dietitian, in accordance with the BDA Professional Code of Conduct for Dietetic Assistants
<b>Behavioural Framework:</b>	Employee

### Scope

The RHN is a leading national centre of excellence, providing adult person-centred services that span the entire care pathway from post-acute rehabilitation services to end of life care, for people with complex Neuro-disability and their families, underpinned by a strong research and education programme.

The Dietetic Team at RHN provides a tailored dietary advice service. We work closely with RHN's medical, nursing and therapy staff to ensure optimal nutrition and hydration status is achieved for patients and residents.

The dietetic administrator role forms an integral part of the functioning of the dietetic department as well as providing administrative support to the onsite home enteral feeding service.

This role involves working across a range of specialist units and you will be responsible for registering and managing changes to patient's enteral feed deliveries on the electronic patient portal as advised by the dietitian. The post holder will also be responsible for managing feed stocks across a variety of wards and tracking and tracing enteral feeding pumps.

### Main Objectives of the role

1. Demonstrate an awareness of RHN's objectives and contribute to achieving them appropriately
2. Strive to improve efficiency in all areas of your work
3. To take responsibility for ensuring enteral feeding pumps are tracked and traced accurately across the hospital

4. To register patients with, and make changes to, patient's feed deliveries using the electronic patient portal and monitor stock levels
5. To work as part of the dietetic team and wider MDT
6. To enable the department to work efficiently by assisting Dietitians and the Enteral Team with administrative and clerical tasks
7. Providing cover for the Band 4 dietetic assistant

### **Key Responsibilities**

1. To provide day-to-day administration support to the dietitians including registering of patients with the home enteral feeding company, amending feeding regimens using the electronic patient portal and liaising with home delivery company regarding changes.
2. Managing feed stocks and feed equipment stock levels across the hospital including feeding pumps and associated equipment in the dietetic office.
3. Support dietitians in obtaining dietetic handover prior to admission to Specialist Nursing Home and Specialist Service wards and in discharge planning for patients requiring nutrition support.
4. To follow departmental policies, procedures and guidelines.
5. To be able to successfully navigate patient clinical systems, including searching and registering patients using the electronic patient systems, monitoring referrals, reporting and uploading documents.
6. To ensure that non-clinical verbal and written information is communicated in a precise and effective way
7. To deal with any routine enquiries regarding feed stock levels, enteral feeding deliveries and feeding pump management, referring to dietitians as appropriate.
8. To support any clinical audit projects as required.
9. To maintain accurate and up to date records of patient care in the electronic patient record in accordance with departmental and RHN policies.
10. Participating in 'Awareness Days/Weeks' related to Nutrition and Hydration.
11. To be aware at all times of the limitations of own knowledge, skills and job responsibility, referring to the Dietitian as necessary.
12. To undertake additional duties that evolve as the post develops and that are deemed appropriate to your grade and experience by the Clinical Lead Dietitian.

### **Person specification: Essential and Desirable**

1. Good general education level up to at least A level/equivalent
2. Basic understanding of Dietetic profession (D)
3. Good IT skills (Word, email, internet, Excel) and data analysis skills, e.g-using formulas, completing manual mathematical calculations and producing reports using Excel spreadsheets (E)
4. Ability to communicate in understandable English (E)
5. Good interpersonal, clerical and administrative skills (E)
6. Basic audit and written report writing skills (D)
7. Demonstrate good time management skills and prioritise own workload effectively (E)
8. To be able to work without supervision (E)
9. Experience of working as part of a team (D)
10. Strong interest or knowledge in nutrition (D)

## Our values

### Seeing the whole person

Understanding who our patients and residents are and what their specific needs involve. Taking an interest in everyone at the RHN – staff, patients, residents and their families – seeing the whole person, with interests, hobbies and commitments. Providing high quality customer service, developing ongoing relationships and caring for patients as individuals.

Treating people as individuals, meeting and exceeding their expectations and treating them with respect, dignity and consideration. It is about providing an exceptional patient/customer experience.

### Delivery on promises

Doing what we say we will do. Working together to deliver the best possible service for patients, carers and key stakeholders. Taking personal responsibility, being pioneering and sharing knowledge, ensuring clarity, compassion and respect.

### Willingness to learn

Giving staff and volunteers the time, support and opportunities to develop both themselves and their roles. Developing new skills, knowledge and technologies, and taking the time to reflect on successes and setbacks.

Demonstrating a commitment to continuous professional and personal development and a flexible approach to working. Being aware of what is over the horizon, anticipating opportunities and having the vision to look forward. Accepting the need for change and developing a culture of continuous learning and improvement.

### Honesty and integrity

Acting as a role model and setting an example that motivates and inspires others. Providing a clear direction that recognises and utilises the strengths of our people. Working with a positive attitude, being friendly, open and honest in interactions with others. When mistakes happen, talking honestly and openly about them, to make sure that they do not happen again.

The job description is not exhaustive and will be reviewed in light of changing needs and organisational development, in consultation with the post holder.

I have read, understood and accepted the responsibilities, expectations and behaviours outlined above.

Signed: