# Position Description

## 1. General Information

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| **Position Title:** | Dietitian |
| **Division/Department:** | Continuing Care & Support Services |
| **Position Reports to:** | Manager, Speech Pathology & Dietetics Rehabilitation/Deputy/Grade 3 Senior Clinician or other as delegated by Manager |
| **Enterprise/Individual Agreement:** | Epworth HealthCare Dietitians, Psychologists and Medical Scientists Enterprise Agreement 2021 |
| **Classification/Grade:** | Grade 1: DTN13 – DTN17 |
| **Location:** | Camberwell |
| **Employment Status:** | Part Time |
| **Key Relationships - internal and external** | • Patients and family members & visitors<br>• Multi-disciplinary team members and Nursing staff<br>• Food Services Teams<br>• Rehabilitation Consultants, Medical Staff & VMO's<br>External service providers and referrers |

## 2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Guided by our purpose to deliver world-class, personalised care, we provide exceptional care across hospitals, clinics, community services and home-based settings.

Our vision, **Exceptional care. For life,** reflects our commitment to supporting people to live well and stay well through every stage of life, combining outstanding clinical care with leading research, education and innovation.

Everything we do is guided by our values of **Compassion, Accountability, Respect and Excellence**, which shape how we care for patients, work together and serve our communities. More information can be found on the Epworth website.

## 3. Epworth 2030 Strategy

All roles at Epworth contribute to the successful delivery of the **Epworth 2030 strategy,** which sets our direction for the future through three strategic priorities:

- **Excellence in care, every time.**

Uncompromising standards delivering safe, consistent, high-quality care. No exceptions.

- **Growth with purpose.**

Intentional growth in the services, specialties and settings our communities need most, at a scale that sustains investment, innovation and quality. Growth that gives back: as a not-for-profit, every dollar we earn is reinvested in care.

- **A place where great people do great work.**

Where our staff and doctors are backed to set the standard for exceptional healthcare.

## 4. Purpose of the Position

To provide optimal Dietetic services and positive clinical outcomes to the patient ensuring long-term health and wellbeing that is consistent with Epworth HealthCare's Vision and Values. Working within a multidisciplinary team, provide effective clinical, educational, emotional support and holistic best practice care to the patient and the family. Promote excellence to our customers and the marketplace and support colleagues by sharing knowledge and expertise.

## 5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

| Clinical Governance Domain | Role |
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| Leadership and culture | Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation. |
| Consumer Partnerships | Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible. |
| Effective Workforce | Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care. |
| Clinical Safety and Effectiveness | Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved. |
| Risk Management | Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies. |

## 6. Key Accountabilities

| KEY RESPONSIBILITIES | MEASURES/KPIs TO BE ACHIEVED |
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| **Clinical Care/Professional Practice**<br>• Ensure optimal level of function and independence for all patients in the clinical caseload by appropriate assessments and treatments, provided in both individual and group sessions<br>• Assess and evaluate the patients physical, functional, psychological, environmental and behavioural factors and determine appropriate interventions to optimise the patients nutritional health and status and quality of life<br>• Establish and maintain appropriate standards of practice relating to patient admission, assessment, treatment, family liaison and discharge planning | • Appropriate standards of practice relating to assessments and treatments are implemented in a timely manner<br>• Compliance with mandatory and team based documentation in patients medical record within agreed timeframes<br>• Direct patient care provided within allocated time frames from referral to treatment and within funding parameters<br>• Timely intervention is provided to support the team in achieving patients length of stay goals |

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| • Implement, monitor and modify nutritional and therapeutic diet programs within the clinical area as appropriate, using a patient centred evidence informed practice model of care<br>• Provide nutrition advice, support, counselling and education to patients and family/carers<br>• Demonstrate empathy and compassion and encourage patient and family members participation in all stages of care<br>• Practise in accordance with the National Safety and Quality Health Services(NSQHS) Standards<br>• Maintain patient confidentiality as prescribed by the relevant acts and organizational policies and procedures<br>• Understand and implement Epworth HealthCare Policies and Procedures and departmental work place instructions<br>• Contribute to the development and maintenance of new and established clinical services within Dietetics and the broader team | • Sound relationships are developed and maintained with customers, family and colleagues<br>• Patient satisfaction results meet organisational targets<br>• Compliance with NSQHS and clinical competencies<br>• Compliance with accepted Dietetics professional standards and Code of Ethics<br>• Compliance with legislative and common law requirements including Privacy Act and Health Records Act<br>• Adherence to all Epworth Policies and Procedures |
| **Team Work /Communication**<br>• Actively participate as a member of the department and multidisciplinary team<br>• Provide positive and constructive feedback to other team members | • Collaborate effectively with all other team members and external agencies for efficient patient management<br>• Attendance and active participation in departmental and multidisciplinary team meetings |
| **Personal and Professional Development**<br>• Participate in ongoing professional development by upgrading clinical competencies and knowledge and participating in both internal and external educational opportunities<br>• Actively participate in Performance Development Plan annually and evaluate personal performance and plan self-development<br>• Educate and support AHA staff and students as required<br>• Contribute to student development programs as directed | • Participation in Nutrition Week<br>• Attendance at external professional development/educational forums<br>• Participation in in-service and education activities and events<br>• Completion of performance review and development plan |

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| **Customer Service**<br>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.<br>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.<br>Provide excellent, helpful service to patients, visitors and staff<br>Communicate with clear and unambiguous language in all interactions, tailored to the audience<br>Build customer relationships and greet customers and patients promptly and courteously<br>Actively seek to understand patients' and their family's (customers) expectations and issues | • Patient and customer service satisfaction surveys within agreed targets<br>• Patients are given the opportunity to actively participate in their treatment planning and implementation<br>• Use AIDET principles in all interactions<br>• Issues or concerns are proactively escalated to the manager and resolved in a timely manner<br>• Compliments recorded on Riskman<br>• Consistently meet or exceeds the expectations of our patients and customers at all times<br>• Awareness of Epworth HealthCare's complaints process and assistance provided to patients if required |
| **Safety and Wellbeing**<br>Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace<br>Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan | • Adhere to infection control/personal hygiene precautions<br>• Implement and adhere to Epworth OHS policies, protocols and safe work proceduresMandatory training completed at agreed frequency<br>• Incidents reported in RiskMan<br>• Mandatory training completed at agreed frequency |

## 7. Position Requirements/Key Selection Criteria

| COMPONENT | |
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| Qualifications | **Essential**<br>• Bachelor of Nutrition and Dietetics or equivalent degree<br>• Eligible for full membership of the Dietitians Australia (DA)<br>• Eligible for Accredited Practising Dietitian (APD) Program |
| Previous Experience | **Desirable**<br>• Relevant experience in a hospital, rehabilitation or community setting |
| Required Knowledge & Skills | **Essential**<br>• An understanding of relevant assessments, monitoring and interventions<br>• Well-developed organisational and planning skills<br>• Ability to interact and collaborate with all members of a multidisciplinary team<br>• Good verbal and written communication and presentation skills<br>• Innovative, proactive and creative attitude to problem solving<br>• Excellent computer literacy including MS Office Word & Excel<br>• Knowledge and understanding of the National Standards and ACHS Accreditation Standards<br>• Demonstrate customer service focus in service provision and evaluation<br>**Desirable**<br>• Skills in conflict resolution and ability to manage challenging behaviour<br>• Knowledge of medico-legal and health and safety issues as they relate to healthcare<br>• Appropriate knowledge of community resources and services<br>• Ability to drive a motor vehicle and holds a full current driver's licence |
| Personal Attributes & Values<br>All employees are expected to | **Essential**<br>• Professional Development is regarded as a priority<br>• Ability to work autonomously<br>• Sensitive to the psychosocial implications of illness |

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| consistently work in accordance with Epworth's values and behaviours<br><br>Compassion<br>Accountability<br>Respect<br>Excellence | • Sensitive to cultural, racial and gender differences<br>• Helpful and professional manner<br>• Flexibility to assist others within the department and across sites as required<br><br>**Desirable**<br>• Flexible to work across Rehabilitation sites as required |

**Document Control**

| Date Developed: | Date Last Reviewed: | Developed and Reviewed By (Position Title): |
|---|---|---|
| August 2016 | November 2026 | Manager, Speech Pathology & Dietetics Continuing Care & Support Services |

## 8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____ Date: _____