

Position Description

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| Position title | Allied Health Assistant – Dietetics |
| Department / Division | Nutrition and Food Services / Nursing & Allied Health |
| Classification | Allied Health Assistant Grade 3 (IN30) |
| Position reports to | Professional and Operational: Manager Nutrition and Food Services |
| No. of direct & indirect reports | (N/A) |
| Location | The Royal Children's Hospital, Flemington Road, Parkville |
| Risk category | Category B - works in a patient facing setting but rarely or unlikely to have contact with blood or body fluids (or aerosols without PPE) |

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| The Royal Children's Hospital |
| <p>The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.</p> <p>RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.</p> <p>RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.</p> <p>We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at www.rch.org.au</p> |

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| ROLE CONTEXT |
| <p>The Department of Nutrition and Food Services at The Royal Children's Hospital incorporates the clinical dietetic service, the Main Kitchen that caters for inpatient meals and the Central Formula Room that produces formula, enteral feeds and fortifies expressed breast milk to meet the nutritional needs of patients.</p> <p>Dietitians provide services to inpatient medical/specialty units and to specialist outpatient clinics and are available to consult on all aspects of infant and child nutrition including assessment, recommendations for nutritional</p> |

management, implementation of therapeutic diets, enteral feeding and tube weaning within the hospital setting. We are a registered NDIS Nutrition service to provide disability-related nutrition supports to eligible patients. We also support a large number of families on our Home Enteral Nutrition Program.

The Nutrition and Food Services Department sits within the Allied Health Directorate within the Division of Nursing and Allied Health within the organisational structure at the Royal Children's Hospital.

ROLE PURPOSE

The Dietetic Allied Health Assistant is employed within the Department of Nutrition and Food Services at The Royal Children's Hospital. The Allied Health Assistant will provide clinical care and support under the guidance of Allied Health (AH) clinicians and undertake a range of support services to ensure the efficient and effective functioning of the dietetic department. They will be providing clinical support for inpatient services, outpatient clinics, the Home Enteral Nutrition (HEN) Program, National Disability Insurance Scheme (NDIS) and the Nutrition Supplement program.

KEY ACCOUNTABILITIES

Clinical support

Supports the clinical work of the dietetic clinicians by:

- Working collaboratively with the dietitians, HEN administrative Officer and manager to maintain and improve the clinical environment and delivery of service.
- Working under the guidance of the dietitians to provide quality, timely and safe clinical care to patients and their families in both inpatient and outpatient settings.
- To provide assistance with menu entry for patients on specialised diet therapies.
- To provide enteral feeding pump training to families being discharged from hospital onto the HEN program.
- Seeking guidance and assistance when required, and organising own work plan and setting priorities as required.
- Documenting in the patients Electronic Medical Record (EMR) according to RCH and discipline guidelines, and as required.
- Constructively assisting others to plan and prepare for clinical care.
- Providing feedback to the treating health care professional about any change to the patient's status that could impact on future therapy/goals.
- Effectively communicating with families including negotiating appropriate boundaries with the patient/family and ways of working together
- Working in partnership with health professionals towards common goals
- Understanding own role and the role of others in the provision and coordination of care

Operations

Supports the effective and efficient operation of the dietetic department by:

- Participating in cleaning to maintain the precinct and equipment in a clean state in line with infection control procedures.
- Implementing and auditing, when required, all department Local Standard Operating Procedures (LSOPs) that relate to the scope of the position.
- Undertaking audits and participating in quality improvement projects as directed

- Providing administrative assistance with the co-ordination of the HEN Program and NDIS Nutrition Service.

Ordering

Ensures that appropriate equipment / stock is available for clinician use by:

- Maintaining requirements and ordering stock for clinical practice e.g. oral supplements within IMPREST system
- Ordering, receipt and stocking of goods in designated areas.
- Providing support to the HEN Administrative Officer including taking HEN/NDIS phone and oral supplement orders from families and keeping accurate database entry of these details.
- Ordering of required feeding equipment for the department.

Equipment Management

Ensuring that equipment is maintained in a suitable condition for use by:

- Cleaning of designated equipment when required.
- Reporting faults and damage to equipment as appropriate.
- Identifying and removing any equipment / materials that could be a potential safety hazard.

Quality, Safety and OHS

All RCH Employees are required to act in accordance and comply with all relevant Safety and Quality policies and procedures. Particular attention in this role shall be given to:

- Reporting accidents, work injuries and potential work hazards with 24 hours of occurrence, using VHIMS reporting software.
- Applying recommended techniques and procedures for all lifting, pushing and pulling processes.
- Using correctly cleaning chemicals and handling processes.
- Applying infection control standards within RCH infection control guidelines.

Other

- Maintain patient and staff confidentiality at all times in accordance with RCH policy.
- Attend in-services, meetings and training as required.
- Undertakes any other duties as directed within the skill level for which the Allied Health Assistant has been trained.
- Adhere to the RCH code of conduct, policies and procedures, which incorporates RCH's organisational expectations of employees and managers as amended from time to time. This includes but is not limited to, Health and Safety, Quality, Business Continuity, Risk Management responsibilities and Infection Control.
- Participate in reflecting on practice, performance appraisal and professional development through supervision and the annual PDAP process.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Certificate IV in Allied Health Assistance (Major in Nutrition & Dietetics)
- Proficient computer skills

Desirable:

- Experience in working directly with paediatric patients as an Allied Health Assistant
- Previous experience in a hospital setting
- Previous experience in use of an electronic menu management system (eg Delegate)

KEY SELECTION CRITERIA

- Demonstrated skills to implement and facilitate therapy programs/education designed by a dietitian.
- Demonstrated skills in assisting professionals and families in the safe use of equipment and maintaining equipment.
- Ability to maintain records of work undertaken with patients
- Ability to maintain accurate data in departmental databases
- Evidence of well-developed interpersonal skills and communication strategies, interaction and self-reflection skills to enable effective work with people of different personalities and backgrounds.
- Highly motivated, with demonstrated enthusiasm and initiative.
- Demonstrated ability to work with competing demands and to appropriately prioritise.
- Demonstrated solution-based approach to overcoming challenges.
- High level of computer literacy.
- Excellent customer service skills
- Ability to work effectively in a team and also independently.

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check, a Working with Children Check and an NDIS Worker Check prior to commencing employment.
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together

- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated

August 2023