

Position Description

Position title	Senior Food Service Dietitian
Department / Division	Nutrition & Food Services
Classification	Grade 3 Year 1 to Grade 3 Year 4 (AK1-AK4)
Position reports to	Manager, Nutrition and Food Services
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

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>

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>The department provides meals to 350 paediatric patients daily, including a number of patients requiring therapeutic and/or modified diets. It also produces meals for the Early Learning Centre and for breast feeding parents at RCH. In</p>

addition the Central Formula Room provides enteral formula, infant formula and fortifies breast milk for upwards of 100 patients per day.

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

ROLE PURPOSE

The Senior Food Service Dietitian is responsible for the development, implementation, review and auditing of nutrition and food service menus, maintenance of the electronic menu management system, policies, procedures, standards and practice. Services will be provided at the highest clinical standard and will be delivered to ensure that the nutritional and dietary requirements of our patients are met in line with the required paediatric menu standards. In addition, the Senior Food Service Dietitian plays a key leadership role within the department—as part of the Food Service leadership team and as co-lead of a non-clinical portfolio. The position also contributes to the education and development of students and healthcare professionals through supervision and teaching.

KEY ACCOUNTABILITIES

Provision of care

- Undertake and manage a food service workload with independent thinking and provide specialist knowledge and skills in this area as directed by the Nutrition and Food Services Manager.
- Act as a resource for Dietitians, Food Service staff, Infant Formula room staff, other hospital staff and members of the community in relation to Food Services to ensure patient and ward needs are addressed effectively
- Conduct comprehensive auditing and review of menus/recipes to ensure the provision of safe and nutritionally adequate diets across the spectrum of clientele serviced by the Royal Children's Hospital Food Services, including the Early Learning Centres
- Maintain and update the electronic menu management system (Delegate) and EMR coding system to ensure the effective and efficient integration of dietetic therapeutic diets and allergen management with high quality food service systems to meet the complex needs of our RCH patients.
- Maintain food services documentation, protocols, procedures, records and data as per local guidelines and RCH policies and procedures
- Lead the ongoing development, review and maintenance of administrative processes, procedures and improved communication mechanisms between food services and internal and external stakeholders
- Empower all staff to identify, analyse, report and manage risks and support staff who raise concerns about risk or patient safety
- Delegate appropriate tasks to others according to their competency and scope of practice to ensure appropriate workload management and prioritisation across the department

Lifelong learning

- Participation in professional development activities to ensure that best practice is maintained
- Identify personal and professional development needs, and plan and implement strategies for achieving them
- Maintain and apply knowledge of relevant regulatory requirements and standards.
- Foster a culture in which supervision and feedback is used as a positive strategy to enhance goals, awareness, and learning
- Maintain CPD requirements of Dietitians Australia
- Participate in teaching (external and internal)

Collaborative Practice

- Work in collaboration with staff from all areas of the hospital including wards, dietitians, speech pathologists, IT, EMR and facilities, as well as external stakeholders including Downer and Delegate.
- Promote and develop partnerships with healthcare providers as well as food services networks.
- Demonstrate a flexible and adaptable approach to teamwork that enhances the team performance and ensures ongoing excellence in service delivery

Communication

- Demonstrate highly developed verbal communication, interpersonal skills and attention to detail with the ability to interact with a variety of stakeholders
- Recognise issues that may lead to conflict, and constructively address issues as they arise
- Facilitate open and effective communication across all levels of Nutrition and Food Services and more broadly across the organisation
- Ensure systems are in place for coordinating and performing appropriate handover to colleagues to ensure consistent messaging and work output are maintained

Continuous Improvement

- Lead the development, implementation and coordination of quality activities in line with accreditation standards
- Identify, initiate and evaluate continuous improvements for clinical and food service practices, electronic menu management processes/workflows, quality and service enhancements, procedures and protocols, based on evidence and in compliance with relevant practice/ guidelines/policies.
- Act to identify and reduce error and sources of risk in own practice and across the services.
- Contribute positively to change processes, by demonstrating flexibility and openness to change
- Assist in management of food services governance requirements, including HACCP Food Safety Program principles, Safe Work practices and WH&S principles.
- Manage local risks and investigate and communicate reported VHIMS food services related incidents

Supervision, Leadership and People Management

- Supervise food service staff ensuring compliance with RCH procedures and mandatory training requirements while providing regular, constructive feedback to the team
- Conduct food service staff performance appraisals.
- Conduct teaching and training for Nutrition and Food services staff.
- Lead the teaching and training of food services students. This includes acting as the principal food service supervisor for student placement programs and provide lectures and tutorials to students within this specialist area. In addition, coordinate the Dietetic student food service training program in liaison with the Student Education team leader, including undergraduate and postgraduate students and work experience students.
- Organise and lead regular team meetings
- Provide clinical and operational leadership in area of expertise, including reporting on key performance indicators, and inform and consult with the G4 or manager as required
- Demonstrate appropriate senior food service leadership for the Nutrition and Food Service interface
- Consider budgetary implications of proposals and initiatives

Organisation and Planning

- Demonstrate highly developed organisational and planning skills with ability to prioritise workload and competing demands
- Contribute to strategic planning as part of the food services leadership team

Research

- Find, critically review, evaluate and interpret evidence in literature to inform current food service practices
- Contribute to research agenda through assisting with research projects e.g., contributing to participant recruitment, data entry, questionnaire/audit design as part of a research project in work area.
- Identify research gaps or opportunities within food services
- Appropriately share evidence e.g., present at journal club, special interest groups, conferences and scientific meetings.

QUALIFICATIONS AND EXPERIENCE

- Meet the eligibility criteria for full Membership of the Dietitians Australia (DA)
- Meet the eligibility criteria for the Accredited Practising Dietitian (APD) Program targets or equivalent. Hold a degree in Dietetics from an accredited course/university, or for overseas candidates The Dietetic Skills Recognition assessment administered by DA
- Uphold the Dietitians Australia Code of Conduct
- Minimum 7 years' experience in dietetics, including sound background knowledge of food services
- Experience working in food services, including leadership and supervision of food service staff and students.
- Knowledge and ability to manage current issues related to food safety and food standards.
- Experience in implementing quality programs/projects and strategic plans.

Desirable:

- Membership of the Institute of Hospitality in Healthcare
- Experience, training and/or interest in paediatric nutrition.
- Experience or knowledge of Delegate electronic menu management system or equivalent.
- Professional dietetic performance at an advanced level. This may be demonstrated through the AdvAPD credential or eligibility to meet the AdvAPD credential criteria

KEY SELECTION CRITERIA

- Demonstrated understanding of menu planning principles and application/translation of complex therapeutic nutrition management to the food service environment
- Demonstrated understanding of food safety principles in a high risk food service setting
- Demonstrated experience in implementing quality improvement programs and projects and a commitment to improving performance

- Sound problem-solving skills and ability to apply these in new applications of practice
- Demonstrated autonomous behaviour, independence of thought, awareness of own effectiveness and internalised responsibility
- Excellent professional, interpersonal and self-reflection skills to enable effective work with people of different personalities and backgrounds
- Capacity for effective negotiation, conflict resolution and wide consultation at all levels, to maintain and foster key interpersonal relationships
- Demonstrated commitment to ongoing education and skill development relevant to area of practice.
- Demonstrated experience and competence in the use and maintenance of electronic menu management systems and excellent computer literacy skills
- Excellent communication, supervision and education skills for competent supervision of food services staff, junior dietitians and students

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children 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

September 2025