



Health
Northern NSW
Local Health District
Workforce Directorate

Mr Gerard Hayes
General Secretary
Health Services Union
E: Secretary@hsu.asn.au and info@hsu.asn.au

Dear Mr Hayes

Re: Regrading of a NNSWLHD Lismore Base Hospital - Supervisor Dietitian Assistants position

I write to formally advise the Health Services Union (HSU) of a proposed existing vacant position to the regraded of the Northern NSW Local Health District (NNSWLHD) Lismore Base Hospital Supervisor Dietitian Assistants.

The original position was graded as a General Administration Officer Level 4 under the *Health Employees General Administrative Staff (state) Award*. A review was undertaken when the position became vacant in March 2022, with a proposal to convert the grade of the position under the *Health Employees Administrative Staff (State) Award*. This is in line with similar positions within the LHD and other LHD's as the General Administration classification is no longer readily used across the LHD due to the limitation of the Award definitions and Work Level Statements for General Administration.

A copy of the newly proposed position description is included for your consideration. Please provide a response **within 14 days from the date of this letter**.

If you would like to discuss any aspect of this matter, please contact Ms Lisa Beasley, General Manager of Community and Allied Health, on 02 6620 2843 or at Lisa.Beasley@health.nsw.gov.au

Yours sincerely

Richard Buss
Director Workforce

Date: 23 / 3 / 23

cc: Michael.Kearns@hsu.asn.au

Northern NSW Local Health District

ABN :67 284 856 520

Head Office: Crawford House, Hunter Street LISMORE NSW 2480

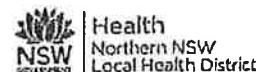
All Correspondence: LMB 11, LISMORE NSW 2480

Tel : 02 6620 2100 Fax : 02 6620 2108

Website : www.ncahs.health.nsw.gov.au

POSITION DESCRIPTION

Supervisor – Dietitian Assistants



Our CORE values	
Collaboration Openness Respect Empowerment	
Organisation	NSW Health
Local Health District / Agency	Northern NSW Local Health District
Position Classification	Admin Off Uvl 5
State Award	Health Employees Administrative Staff (State) Award
	Does this role require Multiple Awards? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Supervisory	Does this role manage or supervise others? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
StaffLink Position Number	
Website	www.nswlhd.health.nsw.gov.au

PRIMARY PURPOSE

Primary Purpose
<p>The Supervisor – Dietitian Assistants will support the Manager Nutrition and Dietetics to coordinate the daily operations and work allocation for dietitian assistants at Lismore Base Hospital. Providing direct supervision and leadership of dietitian assistants, in order to support safe and effective nutrition care to inpatients through the structured implementation of delegated nutrition care tasks, managing daily rosters and maintaining specialised nutrition stocks as directed by the Head of Department.</p> <p>Directly assisting in maintaining a high standard of nutritional care for all inpatients by supporting the Dietitians in the monitoring of oral intake and preferences of patients, liaising with Food Services on the day-to-day provision of meals to patients, and clinical tasks within the scope of a Dietitian Assistant.</p>

ESSENTIAL REQUIREMENTS (will also include mandated WHS Statement added by Workforce)

Essential Requirements
<p>Valid NSW Employee Working With Children Check.</p> <p>Responsibilities under WHS - Supervisor As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace.</p>

POSITION DESCRIPTION

Supervisor – Dietitian Assistants



KEY ACCOUNTABILITIES

Key Accountabilities, max 8

Supervise and support Dietitian Assistants in their daily tasks and compliance with Work Health Safety (WHS) and safe manual handling and provide operational management of workloads and duty rosters to meet service requirements.

Liaise with client support officers, nursing staff, speech pathology, dietitians, food services and other health staff regarding admission, discharges, transfers, diet order changes and any related problems to support safe and timely meal provision.

Participate in department performance management, education and training, supervision programs and facilitate learning of others by orientating and training to fulfill mandatory compliance. Develop, review and revise dietitian assistant duty statements to ensure that they are reflective of responsibilities as they change over time.

Support and participate in the administrative aspects of activities such as Quality Accreditation, Work Health and Safety, and Incident Management processes to assist in the fulfilment of departmental requirements. Undertake other general administrative tasks to support the team to achieve required departmental outcomes.

Directly provide clinical nutrition support as delegated by the clinical dietitian team to the patients to improve patients' nutritional outcomes.

Provide a frontline perspective with key clinical coordination responsibilities in contributing to service planning, implementation and evaluation with respect to dietitian assistants and more broadly Nutrition Services.

Manage physical and financial resources to ensure the delivery of services, establishing work priorities and the detailed conduct of the task applying independent action within constraints set by senior management.

KEY CHALLENGES

Key Challenges, max 3

Working closely with Food Service staff, who are employees of HealthShare, rather than the District. This at times leads to differences in priorities re service provision and patient care.

Managing leadership and supervisory duties while still fulfilling job requirements

Supervising and supporting dietitian assistants, many of whom work part time, to ensure they remain competent to contribute to safe and effective nutrition care of inpatients.

KEY RELATIONSHIPS

POSITION DESCRIPTION

Supervisor – Dietitian Assistants



Who, max 3 internal, 2 external (if relevant) Why	
Manager	Provides guidance, direction and feedback in relation to the delivery of quality care/service. Escalate issues, keep informed of any relevant team or food service information, and receive updates.
Team	Provide leadership and support to ensure quality patient care
Patients, families and relevant others	Provide regular high quality patient centred care that meets needs and expectations in line with CORE values.
Hospital ward staff	Liaison re diet orders and assistance with completion of patient menu selection
Health Share Food ICT	CBORD Menu Management System issues

SELECTION CRITERIA (Maximum 8)

Selection Criteria, max 8
<ol style="list-style-type: none"> 1. Certificate IV in Allied Health Assistance (Nutrition & Dietetics), or a commitment to complete Certificate IV in Allied Health Assistance (Nutrition & Dietetics) combined with extensive and recent experience as a Dietitian Assistant or Diet Supervisor in a hospital. 2. Demonstrated understanding, and application of, and experience in the provision of clinical support to clinical dietitians within a Hospital Nutrition and Dietetic service. 3. Demonstrated knowledge of nutrition and therapeutic diets, with malnutrition screening experience, would be considered advantageous. 4. Demonstrated effective written and verbal communication skills, with excellent customer relations skills and experience. 5. Demonstrated ability to work effectively within the team individually, while contributing to the leadership of that team, including effective collaboration with Food Services and other disciplines. 6. Extensive experience in the use of the CBORD Menu Management System and the My Food Choice model of care, together with demonstrated experience using the HealthRoster rostering system. 7. Demonstrated understanding of supervisor-level responsibilities in supporting aspects of management, including human resource management, financial accountability and processes, workplace health and safety, along with demonstrated experience using the HealthRoster rostering system. 8. Willingness to participate in a seven-day roster which may include all days of the week including public holidays.

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Supervisor – Dietitian Assistants



OTHER REQUIREMENTS

Professional Behaviour and Communication

All employees are required to achieve, uphold and model a high standard of professional behaviour and communication.

- Any conduct on your part, whether during or outside business hours, which has the capacity to affect or damage the professional reputation of NSW Health, or your ability to uphold that reputation or image, could lead to disciplinary action, including dismissal
- Appropriate professional behaviour incorporates all levels of interpersonal behaviour, including formal and informal communication with colleagues, patients and carers

All employees are responsible for:

- Complying with all current NSW Health and NNSWLHD policies, including the NSW Health Code of Conduct
- Complying with profession-specific Code of Ethics/Code of Professional Conduct and Scope of Practice

Workplace Culture

Your workplace behaviours and practices are expected to:

- Proactively contribute to a positive, productive and safe workplace culture
- Adhere to the CORE values of Collaboration, Openness, Respect and Empowerment identified in the NSW Health Workplace Culture Framework

Privacy

All employees are expected to comply with personal information protection principles and health privacy principles as per the NSW Health Privacy Manual for Health Information, NSW Health and NNSWLHD privacy policies and procedures, and relevant legislation:

- Privacy and Personal Information Protection Act 1998 (NSW)
- Health Records and Information Privacy Act 2002 (NSW)

Performance

All employees will:

- Have a performance agreement with their manager, linking individual performance objectives and role requirements to corporate objectives
- Participate in an annual performance appraisal
- Be responsible, with the support of their managers, for proactively developing their own performance to meet expectations and achieve objectives
- Actively contribute to their performance management by having open and honest conversations with managers and colleagues and providing and receiving constructive feedback

Quality Improvement

NNSWLHD complies with the National Safety and Quality Health Service Standards. All employees are expected to:

- Be aware of and comply with their responsibilities under the Standards
- Actively participate in quality improvement initiatives within their teams
- Participate in organisation-wide quality improvement activities as required

Workplace Health & Safety

POSITION DESCRIPTION

Supervisor – Dietitian Assistants



All employees have responsibilities under the Workplace Health & Safety Act of 2011. Signing this Position Description confirms you understand the responsibilities relevant to your role.

Risk Management

All employees are expected to notify into the incident management system any incidents and patient complaints which occur in your own area (both clinical and corporate incidents).

All employees will:

- Identify and manage risks in your own area, and report risks to your manager which are beyond your capacity or authority to manage

CAPABILITY FRAMEWORK

This is added during the entry of the PD's into ROB and are consistent across the LHD. The LHD undertook a consultative process to ensure that all positions across the LHD have an appropriate capability framework for entry.