

## POSITION DESCRIPTION

<b>Position Title:</b>	Food Service Dietitian
<b>Business Unit/Department:</b>	Allied Health Diabetics
<b>Division:</b>	Allied Health
<b>Award/Agreement:</b>	Medical Scientists, Pharmacists & Psychologists (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
<b>Classification:</b>	Grade 3 Year 1 to 4
<b>Reports To:</b>	Manager of Nutrition
<b>Direct Reports:</b>	N/A
<b>Date Prepared/Updated:</b>	3 September 2025

### Position Purpose

The Food Service Dietitian, under the direction of the Nutrition Manager & Health Support Services has a key role in the strategic development and co-ordination of Food Services in Western Health. This position has input into and a key role in departmental representation for:

- Food Service policy and strategy quality initiatives.
- Food Service implementation
- Service evaluation
- Day to day services

In this role, the Food Service Dietitian will:

- Work collaboratively with the Manager, Lead Food Service Dietitian and senior staff in Health Support Service to facilitate WH food service delivering excellence in- service development, evidence-based practice and teaching.
- Take a lead role across Food Services, for the specific priority area of quality improvement.
- Take a lead role, across Western Health, for the specific area of supervision of student dietitians in food services
- Perform other tasks and responsibilities, within scope of practice, as required.

### Business Unit Overview

The Operations Directorate is one of the largest and most complex directorates within Western Health providing Western Health's patient care and contacts. These services range from outpatients to inpatients, theatres to Intensive Care, birthing rooms and Emergency Departments and many more services.

### Our Vision

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Allied Health provides a range of evidence based, client centred, specialist services at Western Health, across the care continuum, from admission within the emergency department through to discharge in the community. These services work across the spectrum of life, from neonates to the elderly. The predominant focus of Allied Health is the return and optimisation of an individual's function, and wellbeing, from both physical and psycho-social perspectives. Activity is aligned with Western Health's Best Care Model and CARES values. Allied Health involvement is pivotal to efficient and effective multidisciplinary team functions, discharge planning and patient centred care. Western Health employs a range of Allied Health disciplines, each with unique specialist tertiary training and skills, including:

- Audiology
- Clinical Psychology and Neuropsychology
- Exercise Physiology
- Language Services
- Nutrition and Dietetics
- Occupational Therapy
- Pastoral Services
- Physiotherapy
- Podiatry
- Social Work
- Speech Pathology

### Key Responsibilities

- Demonstrate a commitment to the patient 'Charter of Healthcare Rights'
- Comply with the expected scope of the role and standards of performance in the role as described by the relevant professional bodies/industry standards and leadership capability framework
- Maintain registration (as required) and report any changes or limitations on practice if applicable
- Hold accountability for own actions and seek guidance and support from appropriate employees when limited by own skills and experience
- Comply with confidentiality obligations with regard to patients, consumers and colleagues
- Comply with all Western Health policies and procedures
- In conjunction with service manager ensure staff are appropriately directed and supported to deliver high quality client centred care in line with the "Best Care" Framework
- Lead and deliver high quality person centred interprofessional care in line with the "Best Care" framework
- Demonstrate highly developed organisational skills and efficient time management to appropriately evaluate, prioritise and complete workload
- Identify and support others to solve complex problems
- In conjunction with service manager contribute to the development and implementation of processes to facilitate effective consumer participation, and ensure that appropriate responses are provided to customer feedback and complaints
- In conjunction with service manager support staff to meet service targets/goals
- Provide leadership which promotes effective teamwork, encourages cohesion and ensures staff feel valued and contributions are acknowledged
- Receive professional and operational supervision from the Nutrition Manager guided by an individual work plan/goals
- Demonstrate excellent effective verbal, non-verbal, electronic and written communication
- Demonstrate an understanding of and ability to engage in consultative processes
- Demonstrate a leading role within the Dietitian profession and associated peak bodies.
- Representation on working parties and committees within and external to the Health Service
- Regular involvement in Special Interest Groups related to areas of specialty and/or interest.
- Demonstrated ability to take a leadership and liaison role as required.
- Demonstrate sensitivity to ethical and multicultural issues.
- Contribute to organisational development that enhances patient care and the profession.
- Lead and participate in the implementation and evaluation of key clinical and workplace practices and processes within area of responsibility, including performance management and staff appraisals.

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- Lead and participate in strategic planning and service development as required
- Development, maintenance and modelling of appropriate professional behaviours in all areas of practice, including punctuality, time management and appropriate dress.
- Demonstrate expert knowledge of resources relevant to area and acts as a resource person for other team members
- Demonstrate high level open and effective communication (verbal, nonverbal, written and electronic) with consumers, other staff and service providers
- Demonstrate highly effective negotiation skills and conflict resolution skills when dealing with difficult situations
- Actively participate in regular supervision, demonstrating ongoing development of clinical skills and reflective practice as identified in supervision plan
- Demonstrate flexibility/responsiveness within professional practice/duties/roles and assumes extra responsibility as required to meet organisational priorities and appropriately delegates as necessary
- Participate and represent the service in consultation with service manager at relevant committees, working groups and meetings as requested.

#### Food Service Dietitians

- Provide specialist knowledge and skills in the area of nutrition in the food service setting.
- Advocate for optimum nutrition care of patients through an effective menu and food service system.
- Work together with our CPK and key stakeholders to ensure a nutritionally appropriate menu and efficient meal service for our patients.
- Work to ensure compliance with relevant food safety protocols.
- Support the Health Support services in reviewing and assessing the food service system as required.
- Maintain up to date documentation and nutritional analysis related to standard hospital menu and special diets.
- Assist in maintaining the CBORD to be maintained & sustained as a key clinical safety & operational tool.

#### Education

- Adopt a lead role in the supervision of dietetic students on Food Service placements. This includes the management of Food Service projects that strategically align with the service.
- Organize and coordinate appropriate training to ensure food service staff have the required knowledge and skills to undertake their responsibilities.

#### Quality & Research

- Undertake regular audits related to diet code accuracy, food quality and acceptability, tray accuracy and portion control.
- Supervise patient meal satisfaction surveys, collate data and communicate to key stakeholders.
- Together with the Nutrition and/or Food Services Manager, identify additional quality issues and develop and supervise projects to address these issues.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

### Key Working Relationships

#### Internal:

- Manager of Nutrition
- Nutrition Leadership Team
- Senior Allied Health staff
- Medical Staff
- Nurse Unit Managers
- Health Support Executive director & Operations Manager
- Site Food Service Managers
- WH-CPK Production team

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<p><b>External:</b></p> <ul style="list-style-type: none"> <li>• Clients and their family/carers</li> <li>• Key community organisations</li> </ul>
<p><b>Selection Criteria</b></p>
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• A Bachelor degree of Nutrition and Dietetics (or equivalent)</li> <li>• Eligible for membership of the Dietitians Association of Australia</li> <li>• Extensive clinical knowledge and high-level clinical competency</li> <li>• Demonstrated commitment to ongoing quality improvement through well development critical thinking and project management skills</li> <li>• Highly developed verbal and written communication skills</li> <li>• Skills in conflict identification and resolution.</li> <li>• A high level of organisational skills.</li> <li>• Skills in program development in the area of Dietetics and other related area</li> <li>• Strong interpersonal skills.</li> <li>• Outstanding leadership skills.</li> <li>• Group facilitation strategies.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Hold a relevant postgraduate qualification or be working towards same</li> </ul> <p><b>Desirable Personal Attributes</b></p> <ul style="list-style-type: none"> <li>• Self-Motivated</li> <li>• Broad systems and innovative thinking</li> <li>• Ability to influence others</li> <li>• Mindful observation</li> <li>• Timely informed decision making</li> <li>• Collaborative approach</li> <li>• Confidence in own ability</li> <li>• Embraces self-growth and continual learning</li> <li>• Adaptable, flexible and persistent as required</li> <li>• Effective delegator</li> <li>• Resilience</li> </ul>
<p><b>Additional Requirements</b></p>
<p>All employees are required to:</p> <ul style="list-style-type: none"> <li>• Obtain a police / criminal history check prior to employment</li> <li>• Obtain a working with children check prior to employment (if requested)</li> <li>• Obtain an Immunisation Health Clearance prior to employment</li> <li>• Report to management any criminal charges or convictions you receive during the course of your employment.</li> <li>• Comply with relevant Western Health clinical and administrative policies and guidelines.</li> <li>• Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures.</li> <li>• Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health.</li> </ul>

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- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health.
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011 (and 2012), the Victorian Occupational Health and Safety Act 2004, Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information.
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines.

### General Information

- Redeployment to other services within Western Health may be required.
- Employment terms and conditions are provided according to relevant award/agreement.
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace.
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs.
- Western Health is a smoke free environment.

*I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.*

Employee's Name: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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