

## POSITION DESCRIPTION

|                             |   |
|-----------------------------|---|
| <b>Position:</b>            | Dietitian – Level 2   |
| <b>Directorate</b>          | Clinical Operations   |
| <b>Division:</b>            | Outpatient Services   |
| <b>Business Unit:</b>       | Allied Health Services  |
| <b>Enterprise Agreement</b> | Victorian Public Health Sector (Medical Scientists, Pharmacists & Psychologists) Enterprise Agreement |
| <b>Reports to:</b>          | Allied Health Manager   |



## MILDURA BASE PUBLIC HOSPITAL

Mildura Base Public Hospital (MBPH) was established as a new entity in September 2020. From day one, MBPH has aspired to provide exceptional patient care and be a leading healthcare provider in the north west of Victoria, known for its high level of professionalism, quality care and community engagement and positive and aligned workplace culture.

MBPH employs over 1100 staff and has 172 beds and provides a range of acute services in emergency, maternity, intensive care, rehabilitation, community services, psychiatric in and out patient care, palliative care, renal dialysis and chemotherapy service to the people of North West Victoria. The hospital also provides medical imaging and pathology services.

## VISION

Mildura Base Public Hospital – providing exceptional care.

## PURPOSE

To improve health outcomes for our tri-state communities by creating partnerships, leading culture and building our team to deliver sustainable services.

## VALUES

All employees of the Mildura Base Public Hospital are required to uphold the HEART values of our organisation. For information on our **HEART** values and the expectations to uphold the values, please refer to page 7 of this document.

## INCLUSION

At MBPH, we firmly believe that fostering diversity, equity, and inclusion is essential to the success of our health service, our employees, our patients, and the wider community. We wholeheartedly embrace diversity and highly value the diverse experiences of individuals from all ethnicities, faiths, ages, disabilities, cultures, languages, gender identities, sexes, and sexual orientations.

We extend a warm welcome to lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) individuals, inviting them to be a part of our inclusive health service.

Aligned with our HEART Values, we are dedicated to further enhancing accessibility and promoting inclusive practices across all aspects of our workplace.

## STRATEGIC OBJECTIVES



## POSITION SUMMARY

To provide an effective nutrition and dietetic service to patients of the Hospital.

## KEY RESPONSIBILITIES AND DUTIES

Ensure that these accurately reflect and explain what the key responsibilities and tasks are. Refer to and review the current position description if applicable for these and add any further key responsibilities that are now part of the job.

## GENERAL RESPONSIBILITIES

Employees are required to comply with the **Victorian Government's Code of Conduct**. All staff must ensure they comply with **policies, procedures** and standard ways of work practices when carrying out their work.

Employees are responsible to take reasonable care of their own **health and safety** and the safety of others, to cooperate with the group's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. All staff must adhere to the policies and procedures as set out in the hospital's **infection control** manuals.

All information concerning Mildura Base Public Hospital, its patients, clients, residents and staff should remain strictly **confidential**. Any unauthorised disclosure of such information may result in disciplinary action. As a Mildura Base Public Hospital employee you have a responsibility to participate in and commit to ongoing **quality improvement** activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Any breach in compliance to any of the above general responsibilities may result in disciplinary action.

## KEY SELECTION CRITERIA

### Essential

- Bachelor of Nutrition and Dietetics or a Bachelor of Science and post-graduate Diploma in Nutrition and Dietetics, or equivalent
- Eligibility for member of the Dietitian's Association of Australia, and for Accredited Practicing Dietitian status
- Demonstrated ability to plan and organise an effective Dietetics service
- Flexibility and adaptability within the work environment to allow strong performance both autonomously and within a multi-disciplinary team
- Demonstrated high levels of interpersonal and communication skills
- Demonstrated initiative and creative thinking
- Demonstrated high level of knowledge and skill in the relevant clinical area

- Demonstrated understanding of the relevant accreditation framework and a commitment to quality improvement
- Demonstrated ability to meet deadlines and set effective measurable objectives for the Department

#### Desirable

- Minimum 2 years post-graduate experience or relevant experience in a senior clinician role
- Possession of a current drivers' licence (for roles that involve community service provision)

#### Key Performance Criteria

| Element                               | Criteria   |
|---------------------------------------|--|
| Technical Skills & Application        | <ul style="list-style-type: none"> <li>• Provide an effective nutrition and dietetic service to patients of the Hospital within the boundaries of legislation affecting dietetic practice, education, experience and clinical competence</li> <li>• Provide dietetic services within all ward areas of the Hospital, including all inpatient and day services with close liaison with the Food Services / Catering Department</li> <li>• Provide dietetic services to outpatient services and group education programs as required</li> <li>• Effectively provide assistance and support to the relevant Manager/s in the effective delivery of dietetic services within the Hospital</li> <li>• Demonstrate ability to operate effectively whilst ensuring that individual, team and department goals, vision, mission and objectives for service delivery are met in line with the Ramsay Way principles</li> <li>• Provide education and training to undergraduate students, junior dietetic staff and staff from other disciplines as required</li> </ul>  |
| Customer Service / Customer Relations | <ul style="list-style-type: none"> <li>• Recognise and tolerate individual differences in others including gender, sexual preferences, age, disability and culture in line with Ramsay Health Care Workplace</li> <li>• Diversity Guidelines</li> <li>• Answer telephones promptly and courteously</li> <li>• Provide timely and accurate information in response to queries by patients, visitors and other customers</li> <li>• Maintain positive relationships and strong communication networks with all stakeholders and other departments so that quality outcomes are achieved</li> <li>• Provide excellent customer service at all times in line with facility service standards / customer service principles</li> </ul>  |
| Teamwork & Communication              | <ul style="list-style-type: none"> <li>• Demonstrate the ability to work both independently and within a team structure</li> <li>• Behave in a friendly and supportive manner to other employees</li> <li>• Work collaboratively and cooperatively with all members of the team</li> <li>• Attend work as rostered and on time, and if unable to attend, provide sufficient notice so that appropriate action can be taken</li> <li>• Resolve any workplace conflict in a professional manner through the correct organisational processes</li> <li>• Assist new members of staff to effectively perform their role including orienting and helping them to support skill and knowledge acquisition</li> <li>• Demonstrate sound communication skills, both written and verbal</li> <li>• Attend departmental meetings and read relevant communications while contributing to improving standards of service in line with the needs of the Hospital and its customers</li> <li>• Support and assist Ramsay Managers in their objective to make Ramsay a leader in corporate responsibility by reducing its impact on society and the environment and fostering an understanding of the principles of corporate responsibility</li> </ul> |

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|                                     | <ul style="list-style-type: none"> <li>• Maintain active communication between patients, families, staff, doctors and other health care professionals as required (ie. Allied Health staff)</li> </ul>  |
| Personal & Professional Development | <ul style="list-style-type: none"> <li>• Act in a professional manner at all times when dealing with internal and external customers</li> <li>• Continually update knowledge in regards to professional occupation/work area and evaluate own performance to identify strengths and areas where professional growth can occur</li> <li>• Positively promote the company in a positive manner both internally and externally</li> <li>• Demonstrate a good work ethic that includes punctuality, integrity, respect for others and a commitment to professional practice</li> <li>• Maintain confidentiality on all issues relating to the Hospital, customers and colleagues</li> <li>• Understand and adhere to all Ramsay policies including the Ramsay Code of Conduct, Confidentiality Privacy &amp; Intellectual Property Policy, Safety Community &amp; Environment Policy, Discrimination, Bullying &amp; Harassment Policy and the Infection Control Policy</li> <li>• Dress and personal presentation reflect the requirements of the Ramsay Health Care</li> <li>• Policy dealing with Dress Code and Appearance Standards</li> <li>• Participate in the annual/biennial Performance Development and Review process</li> <li>• Comply with the requirements of the Ramsay Orientation &amp; Mandatory Training Framework by personally completing relevant online training modules, attending all mandatory training sessions provided by the organisation and being actively involved in other training and development as required</li> </ul> |
| Quality / Continuous Improvement    | <ul style="list-style-type: none"> <li>• Promote best practice in line with organisational policies and procedures</li> <li>• Support and participate in improvement programs as highlighted in staff or patient satisfaction surveys, including addressing any individual needs highlighted or assisting to implement improvement action plans (eg. Press Ganey surveys)</li> <li>• Be involved and support continuous improvement projects and audits being undertaken in the department and the organisation</li> <li>• Actively support continuous improvement programs involving state health services, accreditation and other regulatory bodies</li> </ul>   |
| Risk Management / Workplace Safety  | <ul style="list-style-type: none"> <li>• Ensure safety of self and others in the workplace adhering to instructions given to Workplace Health and Safety (eg SOPs/ MSDS) at your facility and Ramsay Health Care</li> <li>• Use personal protective equipment where it is provided by the employer and undertake required training in its use</li> <li>• Attend face-to-face facility workplace health and safety training including orientation and annual mandatory training sessions</li> <li>• Participate in and contribute to health and safety to ensure a safe work environment for clients, community, staff and visitors</li> <li>• Report all incidents and hazards utilising the facility's reporting procedures and Mechanisms (ie. RiskMan)</li> </ul>  |



## MANDATORY REQUIREMENTS

### National Police Record Check

A current and satisfactory National Police Record Check must be presented to the Division of People and Culture by all new staff prior to commencement at Mildura Base Public Hospital.

### Working with Children Check:

Mildura Base Public Hospital has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Mildura Base Public Hospital. As such you must maintain a valid working with children check. In addition, you will be required to assist Mildura Base Public Hospital in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

### Disability Worker Exclusion Scheme (DWES) Check (Select if applicable to the role):

Where applicable, completion of a clear Disability Worker Exclusion Scheme Check must be undertaken for all positions providing services under the NDIS. A DWES check is required to be completed prior to commencement at Bendigo Health where the position involves working within a Disability Service or providing service under the NDIS.

### Registration with Professional Association (Select if applicable to the role):

For example, AHPRA, AHRI, etc. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

### Immunisation Requirements

As part of your employment conditions, you will be asked to provide documented evidence of healthcare worker immunisation or immunity to communicable vaccine-preventable diseases prior to commencing employment with MBPH. If you do not provide satisfactory evidence that you have the required immunisation and you have commenced employment, consideration will be given to your ongoing employment and termination may result.

### Drivers Licence

A current Victorian driver's licence is required for this position

*All Mildura Base Public Hospital sites, workplaces and vehicles are smoke free.*

*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. Any elements of this document may be changed at Mildura Base Public Hospital's discretion and activities may be added, removed or amended at any time.*

### **ACKNOWLEDGEMENT BY EMPLOYEE**

I acknowledge having received and read the content of this position description (including but not limited to aspects of the role contained within) and understand the requirements of the position.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## Happy WE ARE POSITIVE

### As an organisation

We aspire to be happy in all our dealings with people. Everyday we strive to be the best version of ourselves, and we seek to continuously improve our organisation, ourselves and each other through personal and professional growth. We believe that happy people do their best work. We know that joy in our journey is invaluable to a sustainable and lasting success.

### Individually

- Use positive language in interactions with staff, patients and community
- Honour the work we do and choose candour, respect and kindness everyday
- Focus on the positive aspects of a situation, what is going well and what can be learned
- Share in moments of joy
- Welcome others to MBPH
- Bring an energy to work that is infectious to others
- Provide growth opportunities and effective feedback to staff to ensure they are supported to achieve their best



## Empathetic WE ARE CARING

### As an organisation

We put our patients first, and we listen and deal with their needs. We are compassionate people who make MBPH a place for healing, growth and success for patients, their families and our staff.

### Individually

- Make time to actively listen and understand one another
- Walk in others' shoes
- Consider an individual person's needs when making decisions and recommendations
- Treat others how I would like to be treated
- Recognise and support one another
- Make decisions based on patient's needs and in consultation with others involved in care



## Accountable WE ARE COMMITTED

### As an organisation

We take ownership of the actions and decisions made. We do the right thing in all our interactions. We reward based on great outcomes, and we are transparent in both our successes and failures. We use good judgement and everyday we make our patients' journey better.

### Individually

- Be courageous in challenging the process to get a better result
- Ensure the project is clear on roles, responsibilities and timeframes
- Be engaged throughout
- Keep a 'whole of life' picture
- Comply with Code of Conduct; company policies and procedures; industry standards and legislation
- Be responsible for monitoring the right way to do things.



## Respectful WE ARE OPEN TO OTHERS

### As an organisation

We build effective relationships and emphasise the importance of diversity and inclusion in our workplace. We recognise and value the views and the experiences our staff and patients bring to our organisation.

### Individually

- Show pride in our roles and our workplace
- Recognise and understanding the influence of a person's situation, background and beliefs and how they can be shown due respect
- Include all backgrounds – gender/ age/sex/abilities/race/religion/sexual orientation/culture
- Be aware of assumptions and biases when making decisions
- Take care of and sustain our workplace, equipment and environment
- Embrace awareness for other perspectives and experiences



## Team-based WE ARE ONE TEAM

### As an organisation

We do our best work when we collaborate within and across teams. Everyday we strive to be our best selves. We know that individual differences can strengthen teams and we trust and respect each others' contribution. We make sure we have the right people in the right jobs with the right tools, resources and equipment. And we know, no single person is bigger than the team.

### Individually

- Acknowledge contributions of team members
- Seek to understand the bigger picture, collaborate with others openly and honestly
- Lend a hand, always
- Encourage connections with relevant internal and external stakeholders to meet patients' needs
- Collaborate and share knowledge within and across teams
- Connect with exceptional industry leaders to build capabilities
- Recognise and foster talents in others

## LANGUAGE WE USE

"I choose..."  
"I care..."  
"I prefer..."  
"I will..."  
"I can..."  
"Is there a better way to do this?"  
"Can we explore that more so I can understand it better?"  
"We will...us...we can..."

## LANGUAGE WE DON'T USE

"I have to..."  
"I must..."  
"If only..."  
"Ah well, that is because of XYZ..."  
"Our processes do not let us do it"  
"Things have always been done this way"  
"Them and us"

## THINGS WE DON'T DO

- Negativity, sledging, rumours or gossip
- Unprofessional, inconsistent or showing lack pride in our work
- See only problems, block progress
- Wait for others to do the work
- Do nothing
- Find fault, see obstacles
- Victim mentality
- Lack of understanding for others' needs
- Emphasis on status, hierarchy, egos
- Ignore, disregard and show lack of appreciation for a person's situation, background and experience when making decisions and reacting to situations
- We will not waste others' time or keep people waiting
- Dismiss the efforts of others to achieve an outcome

