

Position Title: Dietitian

The Organisation

Peppercorn’s purpose is to enrich lives through connections, partnerships, and opportunity. Underpinned by our values of trust, care, respect, agility, and continuous improvement we assist a wide demographic of people across Greater Western Sydney.

Our suite of services includes family support, transport, community aged care, allied health, Recovery Support programs, Emergency Planning Programs, NDIS support coordination and programs aimed at developing communities.

Position Purpose

The Dietitian is responsible for the leadership, day to day operations and for driving quality service provision that focuses on individual dietary outcomes of clients. Through a model of co-design, working with social programs and meal services to ensure that clients are supported to achieve their individual outcomes.

The Dietitian provides support, guidance, and leadership to team of employees and volunteers in the delivery of program initiatives to a wide demographic of clients.

The Dietitian is required to maintain comprehensive knowledge of current community services policy, legislation, standards and trends; manage current funding agreements and seek new funding opportunities to assist and inform Peppercorn’s strategic and operational directions. The Dietitian will seek opportunities for clients to maximise community participation through building the capacity of individuals and improving the health outcomes.

Recommended Classification

Award	Health Professionals and Support Services Award 2020, Health Professional Grade 2
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Organisational Relationships

Reports to	Service Development Partner
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Direct Reports	Volunteers Students
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Coordinator

Delegation

Programs

Commonwealth Home Support Program (CHSP)
Home Care Packages (HCP)
National Disability Insurance Scheme (NDIS)
Fee for Services in Home and Community Care Services (FFS)

Key Responsibilities or Accountabilities

Key Accountability Area	Specific Tasks, Responsibilities and Outcomes
Mission, Values and Behaviours	<ul style="list-style-type: none"> Actively promote the Mission, Vision, Values and Strategy of Peppercorn Services Actively follow Peppercorn’s Code of Conduct Promote a positive workforce culture. Take appropriate action to ensure a workplace free from corruption, maladministration and serious and substantial waste.
Dietetic Support Services	<ul style="list-style-type: none"> Assess nutritional status and nutrition requirements of referred clients Select and implement nutrition intervention strategies, including therapeutic diets and nutrition support, to address problem areas identified in assessments and to meet goals within specific time frames Evaluate structured nutritional care programs for clients Document nutrition assessment and nutrition care plans Educate and counsel clients (and families as appropriate) on dietary management Plan and deliver group education Develop and review nutrition education resources/material suitable for clients Provide oversight of meals programs and menu planning Develop dietetic services that are responsive to the wide demographic of clients supported by Peppercorn Services.

Planning and Development

- Ensure that work is planned, goal or outcome oriented, measured for success and reported against client outcomes and contractual requirements
- Engage in regular reflection of work practice and team relationships
- Provide input and assistance into business development, grants and tenders that support the strategic initiative of Peppercorn
- Ensure business continuity and emergency management plans are in place and enacted as necessary
- Develop program modelling and program logic to ensure contractual compliance, community capacity building and resilience
- Development and maintain a program logic that aims to achieve individual and program outcomes.
- Facilitate cooking education and technique sessions.
- Work to achieve funded outputs and contracted performance targets.
- Provide client and program outcome evaluation reports.

Promotion and Stakeholder Engagement

- Participate in relevant networks to promote Peppercorn services and collaborate with local agencies for a common purpose
- Ensure all interactions within the community portray Peppercorn as a professional and caring provider of services
- Build and support relationships with key stakeholders
- Ensure service promotion and marketing is current and relevant such as referral portals, Peppercorn’s website, brochures, directories etc
- Share knowledge and information regarding sector and regional updates with the team and wide organisation
- Ensure referrals retrieved and actioned by the team in accordance with Peppercorn’s policies and procedures
- Initiate and provide stakeholder communication on a regular basis through newsletters, displays and reports.
- Develop a community consultative working group, to provide feedback, ideas, information and support

Professional Development

- Attend regular supervision and annual performance review with direct line supervisor
- Engage in own Engage in professional supervision
- Actively engage with professional development activities as approved or instructed by direct line supervisor
- Maintain professional knowledge and skills by attending relevant conferences, workshops, courses, and training, and reviewing recent literature

**Team Supervision
and Support**

- Willingly ask for help, guidance or insight from other workers
- Actively develop relationships with peers, other employees and volunteers, and stakeholders
- Interview and recruit workers and volunteers in accordance with budgets and delegation.
- Provide support, mentoring, supervision, performance management, succession planning and annual performance reviews of assigned workers and volunteers
- Always ensure adequate coverage and business continuity of services
- Coordinate and evaluate professional development for direct reports

**Financial and Asset
Management**

- Assist with the preparation of program budgets in liaison with management
- Complete program invoicing for client contributions and Fee for Service payments in accordance with prescribed timelines.

Quality Management

- Monitor and undertake continuous improvement activities against program performance in accordance with contractual requirements and best practice standards
- Provide input into the development and review of operational policies and procedures relevant to program operations
- Where gaps are identified, document, action and review continuous improvement activities

**Compliance and
Continuous Quality
Improvement**

- Comply with Peppercorn Policies & Procedures
- Actively participate in the development and review of Peppercorn's Policies & Procedures
- Ensure the accuracy of all data captured and reported
- Identify, report and respond to ineffective and/or inefficient processes and recommend improvements that increase effectiveness and efficiency
- Ensure complaints and compliments are reported, responded to and reviewed in accordance with Peppercorn's quality management framework
- Maintain service operations in accordance with legislation, regulations, standard, guidelines and contracts.
- Compile monthly operation, performance and financial reports within required timeframes
- Ensure data and information systems are maintained accurately and on time
- Complete contractual performance reports and work plans

**Risk Management and
Work Health & Safety**

- Participate in the development of a safe and healthy workplace
- Ensure an inventory of equipment is maintained and that materials are safely stored
- Comply with instructions given for your own safety and health and that of others, in adhering to safe work procedures
- Ensure a risk management approach is taken with all program operations
- Co-operate with management in fulfilling legislative obligations
- Take reasonable care to ensure personal safety and health and that of others, and to exercise a duty of care to clients, the public and to other employees
- Ensure incidents and hazards are identified, reported, controlled and reviewed in accordance with Peppercorns Risk Management framework
- Consult with colleagues on WHS issues.
- Do not place others at risk by any act or failure to act
- Do not wilfully or recklessly interfere with safety equipment
- Ensure personal adherence to WHS policies and procedures

Key Selection Criteria

Essential

- Bachelor or post graduate degree in dietetics that provides for full membership of the Dietitians Association of Australia
- Demonstrated commitment to the provision of high-quality dietetic services including individual and group consults.
- Demonstrated skills in the development and implementation of community-based nutrition activities
- Demonstrated understanding of and experience in quality improvement and service evaluation processes.
- Excellent written and verbal communication skills, including excellent time management, prioritisation and planning skills
- Demonstrated ability to sensitively engage people seeking support and care services, especially those from culturally and socially diverse backgrounds
- Demonstrated experience in leading a team of employees and volunteers
- Demonstrated knowledge and competence in the use of client management systems and Microsoft Office
- Demonstrated competence in accurate record keeping and report writing
- Current NSW Drivers Licence
- Vehicle with third party property insurance
- NDIS worker check and Working With Children check
- First Aid Certificate

Desirable

- Knowledge, skills and ability in working with children and their families
 - Knowledge, skills and ability in working in a community aged care setting
 - Experience in developing and coordinating community education Sessions.
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PEPPERCORN SERVICES INC
POSITION DESCRIPTION:
Dietitian

Acknowledgement:

I accept the position description as stated above and understand that this position description supports my Employment Agreement.

I understand and accept that the position description may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to the position description will be consistent with the purpose for which the position was established.

I understand and accept that this position description will be reviewed annually at the time of my performance review to ensure it accurately reflects the needs of the business.

I understand and accept that I may be required to perform duties and accept responsibilities from time to time that are not included in this position description to meet the operational needs of Peppercorn, as long as the additional duties and responsibilities are within my capacity, capability, expertise, skills and knowledge. I understand and accept that Peppercorn may provide further training to ensure my continued competence and ability perform these duties, and that I will willingly undertake this continuing professional development.

Print Name: _____

Signature: _____

Date: _____ / _____ / _____