

NUTRITION SUPPORT COORDINATOR

Candidate Pack



Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- Provide admin support to the Nutrition Support Team, mainly the Nutrition Clinical Nurse Specialists.
- Act as the main contact for patients with feeding tubes (PEG) and link with hospital teams and wards.
- Answer and direct phone messages for nurses, dietitians, and community nutrition teams.
- Keep accurate patient records and update databases for those on special feeding plans.
- Help manage stock and send supplies to patients and community nurses.
- Work mainly in your own team but may need to support other hospital sites when required.

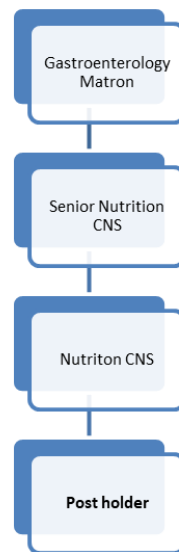
Job Description

Job title:	Nutrition Support Coordinator
Grade:	Band 3
Site:	The Royal Shrewsbury Hospital
Accountable to:	Nutrition CNS
DBS required:	Standard

Post Purpose

- To provide administration support to the Multidisciplinary Nutrition Support Team, predominantly the Nutrition Clinical Nurse Specialists.
- Work in the Nutrition Hub and act as a Trust interface for Percutaneous Endoscopic Gastrostomy (PEG) patients between the Dietetic Department, Gastroenterology Departments and ward staff.
- To triage phone messages for Nutrition Nurses, dietitians, third party community nutrition nurses and their responsibilities.
- The post holder will have lead responsibility for maintaining patient records and accurate databases associate with all patients on interventional nutritional feed, including Careflow and PEG database.
- Provide stock control associated with the PEG patients including the Emergency Departments packs.

Organisational Position



Working Relationships

- Senior Nutrition CNS
- Nutrition CNS
- Nutrition Pharmacist
- Dietitians
- Endoscopy Specialist Nurses
- Ward Staff
- Patients
- Carers/Relatives
- Third party nurses
- Consultant Gastroenterologist

Main Duties and Responsibilities

The post holder will primarily work within their own team within the Trust, but may be required to work cross-site to support the Multidisciplinary Nutrition Support Team.

Administration

- To record all relevant information relating to the care of the PEG including information on all details and aspects of tube placement / replacement as agreed.
- To maintain an accurate database of patient's details, procedures and activity on Trust systems and any associated with artificial nutritional feeds patients.
- To monitor and relate patient information from the data base to relevant Gastroenterology staff in order to enable timely management of the gastrostomy site including details of tubes and equipment.
- Book pre-assessment appointments and where necessary post procedure appointments
- To assist in the preparation and planning of patient information leaflets, clinical literature, teaching materials and other literature, under the guidance of the Nutrition Support Team.
- Ensure that patient leaflets are available, up to date and relevant, liaising with patient representative
- Take notes at the MDT meetings, ensure all MDT sheets are up to date and circulate them in a timely manner to relevant staff.
- Undertake stock control by placing orders on oracle, maintaining Emergency Department supplies, ensuring adequate stock level to respond planned patient's requirements
- In line with SLAs to post stock out to patients and to the third party nutrition nurses who work in the community.
- Be aware of and adhere to Trust policies, procedures and professional standards of good practice.
- To participate in the development of standards, audits and research as requested.
- To participate in the Trust's annual appraisal system and appropriate reviews in line with Trust policy.
- To actively participate in team meetings as appropriate.
- To be responsible for maintaining confidentiality of patient information.

Systems and Equipment:

- To be proficient at using all hospital IT software packages, e.g. SEMA, Clinical Portal, etc.
- To demonstrate safe and competent use of appropriate I.T. equipment.
- To have lead responsibility for daily data input, maintenance, and development of the computer database.
- The post holder will use office equipment, including computers, photocopiers and fax machines on a daily basis.
- The post holder will have a full understanding of the Trust Infection Control policy and will adhere to it at all times.

Decisions, judgements and freedom to act:

- To follow Scheduled care group policies, procedures, guidelines and protocols at all times.
- Work is mostly unsupervised and reviewed on a regular basis.
- To respond positively to service change and development, and with the team members identify areas for future development.
- The post holder will organise their own daily work schedule to ensure that work is completed to deadline in accordance with the priorities of the service and the guidance of the Nutrition CNS.
- Liaison with appropriate health care professionals and home delivery company regarding provision of feeding equipment and products for enteral feed patients under the care of the Trust.
- Maintain and collate accurate information with regard to provision of supplies of feed and plastics at point of discharge

Communication and relationships:

- The post holder must exercise initiative and discretion in accordance with the General Data Protection Regulations (GDPR) and local Trust policies.
- The post holder is required to take accurate messages (telephone, email, written and retrieving messages from Voicemail) for the nutrition team and action appropriately.
- To inform the nutrition team of new referrals into the service (eg PEG or TPN).
- The post holder must maintain appropriate verbal communications at all times with patients, visitors, relatives, carers, students and members of the public.

- The post holder must maintain appropriate written and verbal communication with the wider Multi-disciplinary team.
- All written records and communication by the post holder must be clear, contemporaneous, concise and objective.
- The post holder will need to use tact and initiative when dealing with patients and their relatives/carers and abide by the rules of confidentiality.
- To use relevant means of communication such as online patient registration, email, fax, telephone to appropriate sources.
- To be responsible for dealing with mail as appropriate.

Personal Development, Training and Education

- Keep knowledge and skills up to date regarding the equipment that the post holder will be training staff how to use.
- Participate in any relevant MDT Nutrition Support Team training

Physical, Mental and Emotional demands of the job

- To develop and maintain the ability to manage with and prioritise patient care.
- To continually develop own competencies within the competency framework for the role.
- The post holder will require good general co-ordination, good eye hand co-ordination and good manual dexterity skills for the demonstration of equipment and administrative tasks.
- The post holder will be working with patients who are confused, upset, in pain and distressed on a regular basis and will be required to act appropriately.
- The post holder will demonstrate empathy and understanding with patients, carers and colleagues, ensuring that effective communication particularly where barriers to communication exist.
- The post holder has to respond to the need to change the order of tasks planned in response to the needs of the service at short notice.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> •NVQ3 or equivalent qualification or experience, plus relevant work-based experience. •Evidence of a commitment to continuous professional development. 	<ul style="list-style-type: none"> •NVQ L3 business admin
Experience	<ul style="list-style-type: none"> •Experience of working with senior clinical staff in healthcare setting •Proven ability to provide secretarial support to a manager. •Evidence of ability to achieve own work targets. •Evidence of IT competency in excel databases. •Experience and or/working of scheduling outpatient appointments and or admission/Hospital IT systems •Experience of managing patient pathways •A commitment to improving patient services. 	
Knowledge and skills	<ul style="list-style-type: none"> •Evidence of ability to deal with confidential and occasionally complex and sensitive matters with diplomacy and expertise. •Evidence of working autonomously in an administrative and clerical role demonstrating the ability to exercise own judgment and analyse situations in order to identify a way forward •Excellent communication skills 	<ul style="list-style-type: none"> • Example • Example • Example

	<ul style="list-style-type: none"> •Ability to manage and deliver deadlines within existing resources, and manage own workload. •Ability to think and plan tactically and creatively. •Demonstrate understanding of patient priorities and performance standards relating to appointments and waiting times •Evidence of ability to exercise own judgement and occasionally analyse situations in order to identify a way forward. •Evidence of ability to make decisions. •Knowledge of full range of secretarial policies and procedures. •Evidence of advanced keyboard skills. •Evidence of standard level use of IT packages such as Microsoft Office suite of products. •Demonstrable inter-personal and communications skills. •Excellent customer service skills. •Excellent organisational skills •Be methodical and accurate 	
Other	<ul style="list-style-type: none"> •Ability to travel across all Trust sites as required. •Demonstrate a caring and responsible attitude to our patient's experience of our services •Receptive to change •Values others and opinions •Flexible to meet the needs of the service 	

General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are

employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of

Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of

work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

