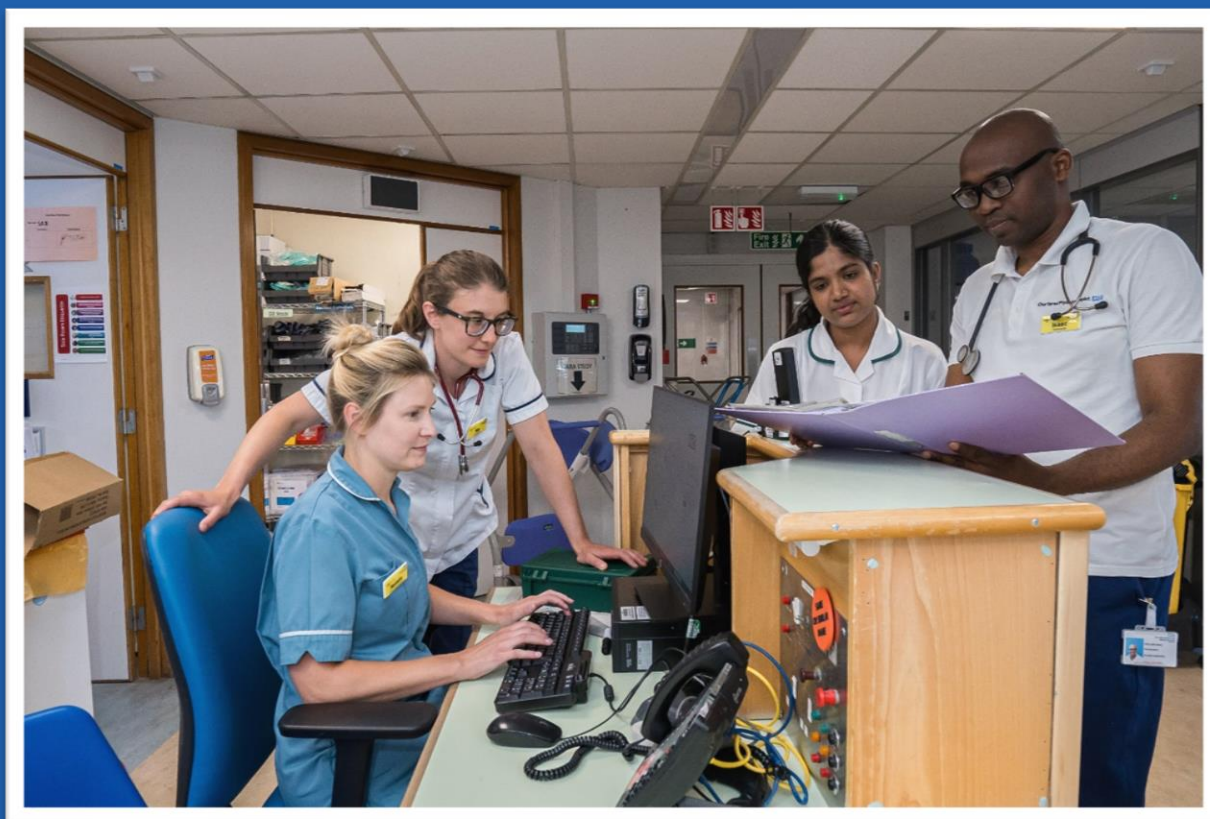


Development post: Paediatric Dietitian

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms



Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level – from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction – between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework - it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space - centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions - consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

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.

- The role supports babies, children and families by giving specialist diet advice and care, working closely with the paediatric team and wider health staff, including community services.
- You assess each child's nutritional needs, create safe and accurate diet plans, and review their progress, including complex cases such as home enteral feeding.
- You run outpatient clinics, take part in multi-disciplinary meetings, and give follow-up support by phone or in person to help families understand and follow diet plans.
- You work independently, make clinical decisions, and manage your own caseload while following professional standards and Trust policies such as clinical governance.
- You communicate clearly with parents, carers and staff, often sharing sensitive information, and help ensure smooth care between hospital and community teams.
- You keep your skills up to date, use specialist equipment safely, and help improve the service by contributing to guidelines, reports and team development.

Job Description

Job title:	Development post: Paediatric Dietitian
Grade:	Annex 21 position – Band 6
Site:	The Princess Royal Hospital with cross sit working to The Royal Shrewsbury Hospital as required and post- Transformation
Accountable to:	Therapy Centre Manager
DBS required:	Yes

Main Duties

Clinical

- To be professionally and legally accountable for all aspects of practice, including the management of patients receiving treatment
- To function as an autonomous practitioner, working within codes of practice and professional guidelines when providing advice to patients on therapeutic diets

- To assess, treat and evaluate patients referred to the Dietetic Service according to agreed departmental and broad national standards, ensuring that each patient has an individually tailored care plan to meet their needs.
- To involve parents/guardians in decision making for their treatment.
- To undertake specialist, comprehensive assessment of patients' nutritional status, many of whom have a complex presentation, using advanced communication and analytical skills with the support and guidance of the Specialist clinical lead.
- To undertake nutritional assessment involving interpretation of biochemistry, anthropometric and clinical parameters including medication in order to provide patients and relatives with appropriate specialist and accurate dietary advice.
- To provide accurate and safe calculation, instruction, organisation, monitoring and follow up of all special diets and enteral feeds for babies, infants and children requiring highly specialised dietetic care.
- To provide specialised complex treatment plans and advice regarding dietary modifications for patients with a complex range of medical conditions.
- To develop high quality evidence based patient information and resources for use within the Department and county-wide according to Trust standards on production of patient information.
- Responsible for the provision of enteral feeds and supplements to the wards via Assistant Practitioner.
- Responsible for liaison with medical, nursing and catering staff on provision of special therapeutic diets and prescription of feeds and supplements to ensure nutritional needs of patients are met.
- To liaise closely with ward nursing staff, district nurses, GPs and dietetic colleagues to ensure that patients are discharged with necessary equipment and adequate supplies of feed and that community follow up is organised.
- To be responsible for planning and organising continuing care for patients in the community. This may include arranging complex packages of care e.g. Home enteral feeding, which includes liaising with community nursing/medical teams, patients, parents and carers, as well as companies and manufacturers.
- To provide a specialised service for Paediatric HEF patients, ensuring quarterly telephone review and yearly outpatient appointments.
- To undertake daily paediatric outpatient clinics, and participate as a key member of the multi-disciplinary team, e.g. diabetes, metabolic and allergy.
- To arrange follow up visits on an outpatient basis as appropriate to facilitate understanding of diet and compliance.
- To provide telephone follow up contacts to patients.
- To use anthropometric measurement tools for nutritional assessments.
- To undertake complex specialised nutritional calculations.
- To maintain up to date clinical knowledge of specialised prescribable dietetic products and medication to include drug nutrient interactions.
- To represent the profession by participating in ward rounds, case conferences/ward meetings and regular meetings as appropriate.

Management / Leadership

- To manage own caseload and time effectively and efficiently responding appropriately to frequent changing demands, and unexpected urgent priority changes
- To adhere to Trust and Professional policies and procedures regarding own specialist role and contribute to their ongoing development and review.
- To ensure all aspects of clinical governance are dealt with effectively and efficiently e.g. Datix
- reports are completed when required, patient complaints are processed in a timely manner and all mandatory training is completed when required
- To propose changes for own service area, developing protocols and guidelines where appropriate and liaising with other disciplines when these impact on other clinical areas and professions.
- To work collaboratively with the Therapy Manager and Therapy Quality Improvement Lead (TQIL) to evaluate activity, outcomes, and effectiveness to ensure the service delivery is of the highest standard possible.
- To participate in the recruitment and selection process when required by the Therapy Manager and Coordinator.
- To work collaboratively with the Centre Management team to deliver service improvement.

Decisions, Judgements and Freedom to act

- The post holder will work as an autonomous practitioner using analysis and judgement to make independent complex decisions during the assessment process to diagnose and plan a treatment programme
- To be professionally accountable and aware of professional boundaries.
- To be responsible for the delegation of work to the unqualified members of the team.
- To report to the Team coordinator and participate in annual appraisal
- To participate in supervision in accordance with Care Group / Trust policy and undertake appraisals
- To maintain a professional portfolio (or electronic equivalent) for continuing professional development to demonstrate specialist clinical competencies and compliance with Trust policies and Professional code of conduct.
- To advise Therapy Centre, Trust and external colleagues on clinical issues, assisting them in complex decision making regarding clinical and operational decisions.
- To be pro-active in developing and implementing policies, procedures and guidelines.

Communication and relationships

- To develop and maintain the skills required to provide and receive sensitive or contentious information, from patients and carers. The skills required include those of persuasion, motivation, negotiation, training, empathy, and reassurance. This may be because agreement or co-operation is required or because there are barriers to understanding.
- To compile specialist reports regarding various aspects of the service.
- To be a positive representative for all of the therapy professions within the Centre and maintain an appropriate network of external contacts
- To develop and maintain effective communication, feedback and engagement with colleagues including those within the wider healthcare economy.
- To communicate effectively when on Board rounds and in MDT meetings ensuring the accuracy of information given and received
- To develop and maintain adequate IT skills to support communication requirements

Systems and Equipment

- To use appropriate equipment within the remit of the post, adhering to agreed instructions / manufacturers guidelines.
- To undertake annual Trust and professional statutory training to maintain competency in the safe use of all equipment and to keep records of attendance.
- To be responsible for the safe and competent use of all equipment used by self and encouraging all staff to attain the required competency levels through attendance at induction and training sessions.
- To keep up to date with new developments in equipment and technology in order to maintain own and the team's competency levels in order to advise others.
- To demonstrate the safe use of equipment loaned to patients, ensuring documentation is complete and instructions given.
- To acquire a robust understanding of the Trust Cardiac arrest and emergency procedures and to understand the Therapy role

Working Conditions and Physical, Mental and Emotional Demands

- To perform tasks involving the handling of patients or loads (refer to the specific clinical elements section).
- The workload is frequently very complex and challenging, and is usually delivered under significant time constraints.
- The post holder will be imparting unwelcome or sensitive news on a frequent basis, regarding treatment outcomes, rehabilitation prospects or condition deterioration.
- To develop and maintain an ability to cope with and prioritise many unexpected work demands and deadlines.

- To develop own competencies in handling the complexity of issues relating to the management of people and frequently be required to deal with distressed or unpredictable behaviour from patients, their carers and staff members, for example, when dealing with complaints and patients / carers.
- To maintain intense concentration for prolonged periods.
- The post holder will encounter frequently unpleasant working conditions.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Degree in Dietetics or equivalent • Registered with Health Care Professions Council • Clinical Educators course or equivalent • Relevant accredited courses related to clinical areas in adult or paediatric dietetics • Wide range of CPD activities, especially related to specialist area • Membership of BDA 	
Experience	<ul style="list-style-type: none"> • Pre/Post graduate NHS clinical experience, working with a broad range of patients across a variety of settings • Clinical experience for management of less complex clinical paediatric clinical pathways e.g. CMA and weight management with senior supervision and support • Experience of working with at least one complex paediatric pathway e.g. enteral tube feeding with senior supervision and support 	

	<ul style="list-style-type: none"> • Able to demonstrate learning and knowledge of current best practice in across multiple areas of dietetics including some paediatric pathways 	
Knowledge and skills	<ul style="list-style-type: none"> • Evidence of CPD maintained in a Portfolio good understanding of current NHS strategy and plans • Good understanding of Clinical Governance knowledge and clinical reasoning skills to support clinical practice • Literature Searching / Audit and research • Excellent written and verbal communication skills, including presentation skills • Experience of communicating difficult and / or complex messages to service users and team members • Proven team leadership ability • Ability to motivate and inspire patients and colleagues • Highly specialist analytical and problem solving skills • Organisation, planning, prioritisation and decision making skills • Ability to work under pressure and meet deadlines • Ability to cope with working in a stressful environment. 	<ul style="list-style-type: none"> • Example • Example • Example

	<ul style="list-style-type: none"> • Experience of integrated working • Flexibility and reliability • Clinical supervision, teaching, mentorship and appraisal skills • Ability to use own initiative appropriately • Empathy and understanding • Relevant IT Skills 	
Other	<ul style="list-style-type: none"> • Ability to meet the travel requirements of the post 	

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.

