Job Title: Clinical Dietetic Advisor

Reporting to: Head of Clinical Services

Direct Reports: N/a

Salary: Band 7 £43742- £50-056

Job Purpose:

To provide dietary information and support to the allergic community and public through the organisation’s various communication mediums; provide support to the In-house Dietitian Service and other projects as they arise, in support of the charity’s aims.

This will be achieved by delivering a remote telephone based dietetic clinic providing advice and support to children and adults with suspected food allergies and act as a source of specialist advice on diet related allergic conditions, (including nutrition and health promotion), to help to increase the knowledge and skills of internal staff, health care professionals and the wider allergic community.

Key Accountabilities:

1. To provide dietary advice and information via our Helpline telephone clinic and other mediums to those who contact the charity. This will include the allergic community, general public, healthcare professionals, schools, clinics and other external organisations.
2. Ensure all mediums of communication, including telephones, emails, webchat and the forum, are handled professionally and sensitively for all callers and comply to GDPR and data protection regulations.
3. Assist in the development and review of support materials including, but not limited to, factsheets, campaign materials, leaflets, posters and website content.
4. Engage, support and work as part of the helpline team and wider allergy UK to answer diet related questions and to assist/establish a dietetic training programme, keeping yourself as well as the team, up to date with latest research or dietetic advice.
5. Provide advice and assist with the management of calls from individuals with food allergies and food related concerns that come through to the helpline.
6. Provide guidance and advice to the comms team and assist with media and press enquires.
7. Develop and deliver presentations to healthcare professionals, the allergic community and public, as required.
8. Support external educational conferences, events and meetings and patient councils as required.
9. Supervise and oversee the Dietitian Service project escalating any issues arising to the Head of Clinical Services.
10. As required, provide a supportive role in any dietary related research that the charity may be involved with internally, or as a stakeholder for external research.
11. Build and engage a network of key healthcare professionals who can support the aims of the charity.
12. Adhere to all professional body standards and health and safety instructions, taking reasonable care to ensure that your actions do not endanger yourself and those around you.

This job description is non-exhaustive, and is subject to regular review with the post holder and amended in line with the needs of the organisation.

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Person Specification

Education and Qualifications

Essential
- BSc (Hons) Degree in Dietetics or equivalent
- Member of Health Care Professions Council (HCPC)
- Pediatrics and adults experience
- Allergy experience
- Be part of a professional body e.g., British Dietetic Association

Desirable
- Post graduate training or a MSc in allergy
- Be part of specialist groups e.g. BDA food allergy specialist group
- Member of BSACI or EAACI

Experience

Essential
- Experience in the dietary management of food allergy and intolerances
- Minimum of 3 years post qualification experience in a healthcare setting
- Good communication skills oral/written
- Experience of communicating in an empathetic manner, via multi-media channels, with a calm approach.
- Experience in delivering dietetic led clinics and ability to practice autonomously
- Evidence of CPD

Desirable
- Experience of conducting research and audits
- Experience of remote consulting

Skills and Knowledge

Essential
- You will be an expert in clinical nutrition and dietetics, keeping up to date with CPD evidence on your professional practice as well as food related allergy.
- Current knowledge on management of various types of food allergy, including cow's milk protein allergy, is essential to facilitate addressing the food related calls we get through our helpline and other portals of communication.
- Up to date knowledge reflected in practice and continued professional development
- Ability to research, analyse and produce information which is accessible for both professional and public audiences
- Knowledge of health policy in the UK
- Willingness and ability to travel nationally and internationally when required.
- Time management skills
- Ability to work autonomously

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Desirable

- Development of questionnaires, surveys and interview schedules
- Experience collecting quantitative and qualitative data

Behavioural Competencies

Achieving Personal Work Goals and Objectives
Adhering to principles and values
Coping with Pressure and Setbacks
Following Instructions and Procedures
Delivering Results & Meeting customer Expectations Relating and Networking

The post holder will be required to;

- Be responsible for planning and organising own workload to ensure effective working practices.
- Develop and expand specialist knowledge and skills for effective service delivery.
- Adhere to professional and organisational codes of conduct standards and policies
- Keep accurate records of clinical interventions, advice given and the outcome of decisions taken as per professional code of conduct and departmental guidelines.
- Collect data, monitor and evaluate the clinic progress in order to inform service improvement
- Work within the limits of own competence and levels of responsibility and accountability in the work team and organisation

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