

## ORGANISATIONAL OVERVIEW

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### Introduction:

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Community Hospital
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub and,
- Mernda Community Hospital

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

### Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

### Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

**Our Priorities:**

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

**Safety, Quality and Clinical Governance at Northern Health:**

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

**Commitment to Child Safety at Northern Health:**

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

**Family Violence and Child Safety Statement:**

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

**Essential:**

- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.



## POSITION DESCRIPTION

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| <b>Position Title:</b>         | Senior Food Service Dietitian  |
| <b>Business Unit/Division:</b> | People & Culture   |
| <b>Award Agreement:</b>        | Medical Scientists, Pharmacists and Psychologists (Public Sector – Victoria) |
| <b>Classification:</b>         | Grade 4 Dietitian  |
| <b>Employment Type:</b>        | Part time, 0.84EFT (permanent)   |
| <b>Reports to:</b>             | Associate Director of Allied Health – Dietetics                              |
| <b>Date Prepared/Updated:</b>  | January 2026   |

## ROLE STATEMENT

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### General Role Statement:

Northern Health (NH) operates two food service providers, each with its own cycle menu managed through the in-house Delegate Menu Management System and integrated with NH's Electronic Medical Record (EMR). Meals are delivered across four inpatient sites and five residential aged care facilities.

The Senior Food Service Dietitian oversees the development, implementation, review and auditing of nutrition and food service menus, as well as the maintenance of the electronic menu management system, policies, procedures, standards and practices across both food service models. The role collaborates closely with the Grade 3 Food Service Dietitian, Food Services, Dietetics, Speech Pathology and Support Services to ensure the nutritional and dietary needs of patients and residents are met in accordance with the National Safety and Quality Health Service (NSQHS) Standards, Strengthened Aged Care Quality Standards, and the Nutrition and Quality Food Standards for Victorian Hospitals and Aged Care (adult and paediatric).

The Senior Food Service Dietitian also leads the Dietetics Food Service Portfolio, ensures compliance with the Healthy Choices Policy Directive, and contributes to the education and development of students and healthcare professionals through supervision and teaching.

This position will be required to travel and work across the various Northern Health campuses, programs, and partner organisations. The role will require staff to be flexible with their working hours to meet the changing operations demands and can include working after hours, on weekends and public holidays.

### This position is responsible for:

#### Clinical Skills

- Demonstrate an understanding of the role of clinicians in regard to food service management of inpatients and residents.

#### Food Service Management

- Provide senior clinical and food service leadership across the Food Service–Nutrition interface.
- Manage a specialised food service workload and apply advanced expertise to support safe, effective service delivery.
- Serve as a key resource for dietitians, food service staff, health service teams and community members to ensure patient, resident and site needs are met.

- Audit, review and approve menus and recipes to ensure compliance with nutritional, cultural and clinical standards.
- Maintain and update the electronic menu management system (Delegate) and EMR coding to ensure accurate therapeutic diet and allergen integration.
- Lead the development and improvement of administrative processes, procedures and communication pathways across internal and external stakeholders.
- Promote a culture of risk identification, reporting and management, supporting staff who raise safety concerns.
- Delegate tasks appropriately based on competency and scope to support effective workload management.
- Maintain accurate documentation, protocols, procedures and data in line with local guidelines and Northern Health policies.
- Provide expert advice to management and staff to ensure safe, nutritionally adequate diets for all client groups.
- Participate in relevant hospital, community and professional forums, networks and committees.
- Strengthen clinical and professional relationships across Food Services and Nutrition & Dietetics to support service development.
- Undertake high-level dietetic duties in food service management with minimal supervision.
- Mentor colleagues in food service practice and leadership.

#### **Organisational / Business Skills**

- Demonstrate strong organisational and planning skills with the ability to prioritise competing demands.
- Primary responsibility for governance of electronic menu management system
- Contribute to strategic planning for Dietetics and Food Services.
- Collaborate effectively with hospital teams (wards, Dietetics, Speech Pathology, ICT, EMR, Support Services) and external partners including Delegate.
- Build and maintain partnerships with healthcare providers and food service networks.
- Demonstrate flexibility and teamwork to support high-quality service delivery.
- Communicate clearly with strong interpersonal skills and attention to detail across diverse stakeholder groups.
- Identify potential conflict and address issues constructively.
- Facilitate open, effective communication across Dietetics and Food Services and the broader organisation.
- Ensure systems to support consistent handover and continuity of work.
- Lead quality activities aligned with accreditation standards.
- Identify, implement and evaluate continuous improvements in clinical and food service practices, menu management workflows, and operational procedures.
- Act to reduce error and risk within personal practice and across services.
- Contribute positively to change processes with flexibility and openness.
- Support governance requirements including HACCP, food safety, safe work practices and WHS principles.
- Manage local risks and investigate VHIMS food service incidents.

#### **Professional Development**

- Engage in ongoing professional development to maintain best practice.
- Identify personal and professional learning needs and implement strategies to address them.
- Maintain current knowledge of regulatory requirements and standards.
- Foster a culture where supervision and feedback support growth and learning.
- Participate in internal and external teaching activities.

**Supervision / Professional Leadership**

- Advocate for food service issues when consulting with health professionals.
- Demonstrate strong communication and professional practice across Northern Health services.
- Model leadership and provide mentoring/supervision within Dietetics and across services.
- Develop initiatives within Food Services and support Allied Health directorate priorities.
- Ensure clinical staff understand performance expectations and receive regular feedback.
- Support the Associate Director in staff supervision.
- Promote a learning culture grounded in evidence-based practice.
- Provide senior leadership across the Nutrition and Food Service interface.
- Consider budget implications when developing proposals or initiatives.

**Teaching / Research / Training**

- Support dietetic student food service placements in collaboration with the Clinical Educator and Food Service Dietitian.
- Identify and promote research opportunities with potential for publication.
- Facilitate and contribute to research activity across Northern Health.
- Participate in presenting papers and posters at relevant conferences.
- Encourage active participation in in-service training.
- Critically review and apply evidence to inform food service practice.
- Identify research gaps and opportunities within food services.
- Share evidence appropriately through working groups, conferences and scientific meetings.

**Maintenance of Equipment and Resources**

- Ensures integrity of information entered in Northern Health's Menu Management Database to ensure that nutrition, allergy, patient likes and dislikes, diet code and default meal options are safe, and nutritionally, clinically and culturally appropriate
- Ensure equipment and resources are utilised and maintained according to departmental protocols
- Be responsible for the prudent use of nutrition support products including oral nutrition supplements, enteral feeds and related products
- Ensure resources including dietetics patient information materials are developed, utilised and maintained according to departmental protocols

**All employees:****Quality, Safety, Risk and Continuous Improvement**

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.

- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

## KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

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### Leadership:

- Actively participates in assigned portfolios, working groups, committees, etc.
- Provides leadership which promotes a safe environment, eliminating harm to patients and staff
- Actively engages in the wider multidisciplinary team, promoting teamwork and respect
- Demonstrates leadership and role modelling on a day-to-day basis

### Strategic and Project Management Leadership:

- Actively participates in quality improvement initiatives across Northern Health
- Actively engages consumers in service improvement activities as per the NH Consumer Participation and Patient Experience Framework
- Represents and advocates for allied health in all designated roles and responsibilities

### Organisation-Wide Contribution:

- Supports the achievement of accreditation under the National Safety and Quality Health Care Standards
- Participates in local and organisational wide education, activities, initiatives

### Diversity and Inclusion:

- Conducts self in a way that is respectful of others
- Supports achievement of Northern Health's Cultural Responsiveness Plan
- In collaboration with other staff, initiate and support training and events that promote diversity, inclusion and gender equity

### Innovation and Culture Change:

- Actively engages in the organisational change process
- Promotes a culture of person-centred care
- Enable empowering environments where employees and colleagues can be themselves, raise concerns and innovate without fear of failure
- Displays an innovative mind-set

## SELECTION CRITERIA

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### Qualifications, Registrations and Qualities:

#### Essential

- An approved undergraduate degree in nutrition and dietetics from an accredited course, or
- An approved Bachelor of Science Degree (or equivalent qualification) followed by a postgraduate degree in nutrition and dietetics from an accredited course, or
- Completed the Dietetics Skills Recognition exam for overseas trained dietitians

#### Desirable:

- Accredited Practising Dietitian with Dietitians Australia
- Post-graduate clinical or other relevant qualification or actively progressing towards this

**Experience:**

**Essential:**

- Minimum 10 years’ experience in dietetics, including sound background knowledge of food services
- Experience working with food services, including service development and electronic menu management operations
- Knowledge and ability to manage current issues related to food safety and food standards.
- Experience in implementing quality programs/projects and strategic plans.
- Demonstrated commitment to ongoing professional development and an ability to network and draw on external expertise within the area of food services
- High level knowledge of Menu Management software
- Well-developed interpersonal skills
- Demonstrated effective verbal and written communication skills that facilitate an ability to work effectively in a multidisciplinary team
- High Level negotiation and conflict resolution skills
- Commitment to ongoing professional development
- Competent computer skills particularly in word processing and Internet use, and the ability to learn dedicated software
- Understanding of the cultural diversity of the community
- Current Victorian Driver License

**Desirable:**

- Basic Life Support
- Fluency in relevant community language

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|-----------------------------|---------------------|--|--|
| <u>Employee Declaration</u> |                     |  |  |
| I                           |                     | have read, understood and accept the above Position Description. |  |
|                             | (Please print name) |  |  |
| Signature:                  |                     | Date:  |  |
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|                             |                     |  |  |