

POSITION DESCRIPTION

NUTRITION & FITNESS SERVICES MANAGER

Reports To: Vice President of Patient Care Services & CNO

Position Status: Exempt

Supervises: Registered Dietitians, nutrition coordinator, & clinical operations coordinator

Effective Date: 11/01/2021

GENERAL SUMMARY

The Nutrition & Fitness Services Manager is responsible to the Vice President of Patient Care Services & CNO. This includes responsibility for therapeutic nutrition, fitness care, and education of NKC patients. The Nutrition & Fitness Services Manager is responsible for administrative and nutritional office activities, for coordinating nutrition and fitness matters with physicians, dialysis staff, personnel, patients, and external organizations. This individual is also responsible for the management of the registered dietitian budget, including equipment and other resources, and supervision of department personnel.

DUTIES and RESPONSIBILITIES

1. Plans Nutrition and Fitness policies, programs and budgets with the CNO, and establishes procedures and implements processes to support staff and organizational. This includes the responsibility of ensuring the preparation of staff/department's long-range planning.
2. Represents Nutrition and Fitness to internal staff and all external entities, participates in ad hoc, standing and other relevant internal committees.
3. Directs day-to-day nutrition services casework, comprehensive assessments, patient counseling and education, and handles the department's broader administrative responsibilities.
4. Meets the Medicare Conditions for Coverage standards for registered dietitians as members of the interdisciplinary team (IDT) which includes the Plan of Care process and QA/PI and ensure the

registered dieticians understand their roles within the IDT teams and under Medicare works with Nutrition and Fitness staff so that every member of department is following the quality and safety standards of Northwest Kidney Centers such as reducing catheters, reducing readmissions, medication reconciliation, increasing home dialysis and CKD Eating Well class referrals and transplantation.

5. Onboards and supervises registered dietitians who are responsible for nutrition services provided to ESRD patients and patient families at the NKC facility(-ies) they are responsible for.
6. Coordinates the YMCA Program and Nutritional Supplements.
7. Coordinates and provides nutrition services. This includes: holding regularly scheduled meetings, or in-services and regularly communicating with team; education; charting, counseling, and care planning.
8. Coordinates and conducts special projects as asked or need arises. These responsibilities may include, for example; developing new teaching materials, approving menus for events, implementing new programs within NKC, giving speaking at internal events or external ones related to nutrition and fitness within the ESRD community, and/or annually supervising local university students/interns enrolled in a registered dietician program.
9. Reviews and monitors nutrition activities; responds to organizational, procedural or technical problems as they appear; and evaluates accomplishments in terms of quality, costs and other goals and objectives.
10. Keeps informed of current trends in professional standards and best practices within the nutrition services fields, and prepares recommendations to changes in policies and/or practices to maintain NKC's mission of providing the highest quality of care to patients. Coordinates the Plan of Care (POC) scheduling and moderating process.
11. Performs other duties and responsibilities as may be required.

PLANNING

The position is responsible for managing the Nutrition and Fitness long-and short-range planning; coordinating day-to-day nutrition services; and for participating in the dialysis services, including the CKD Program's, overall planning process. Typical planning responsibilities are:

- Developing Nutrition and Fitness goals and objectives with nutrition and fitness staff, which involves consideration of patient needs and service projections for NKC and affiliated organizations.
- Planning and/or approving nutrition and fitness program plans such as the YMCA program and nutritional supplements.
- Aligning and tracking the department's goals within the organization's master dashboard metrics.
- Collaborating and planning with the chronic kidney disease (CKD) Program to ensure the quality and relevance of the Eating Well, Living Well education curriculum for patients is maintained.

SUPERVISION and COORDINATION

Staff include registered dietitians, nutrition coordinator and clinical operations coordinator. The position also is responsible for coordinating efforts with other dialysis services and NKC personnel.

EXTERNAL CONTACTS

The position communicates with physicians, case workers, patients and patient families, hospital and nursing home dietitians, and other health care organizations on behalf of NKC.

DECISIONS

The position is responsible to the Vice President of Patient Care Services & CNO, for decision making. Typical decisions include:

- Defining and/or revising Nutrition and Fitness policies and procedures to maintain department compliance with Medicare regulations.
- Budget
- Capacity and productivity related changes

JOB CONDITIONS and PHYSICAL EFFORT

1. Must be able to communicate effectively in English on the phone, in writing, and in person.
2. Must be able to use a computer keyboard, mouse, and pull-down windows in an efficient manner. Must be able to demonstrate use of required software after training including, but not limited organization's EMR.
3. Duties and responsibilities are performed in clinical dialysis units,

professional office space, and offsite locations. There exists the potential you may be exposed to fumes, blood and/or other body fluids.

4. Must have the ability to occasionally lift/move objects weighing up to 25 lbs.

Must provide own transportation. Travel to other NKC and other non-NKC facilities is required.

CUSTOMER SERVICE STANDARDS

All staff are responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; Show courtesy; Recognize customers' needs, Respect privacy.
2. **CONCERN:** Listen to customers; Express appreciation; Be non-judgmental; Take responsibility.
3. **CONFIDENCE:** Show a positive attitude; Take personal initiative; Inform; Educate and reassure; Provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; Maintain a professional appearance; Establish teamwork; Show professional competency.

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EDUCATION and EXPERIENCE

The Nutrition & Fitness Services Manager must have a Bachelor's Degree, must be a registered dietitian with the [Commission on Dietetic Registration](#) and certified dietician within the State of Washington. Must have the equivalent of one-year prior professional work experience in clinical nutrition as a registered dietitian.

The Nutrition and Fitness Manager should have at least 1-year previous supervisory experience with progressively responsible experience with managerial duties. The manager in this position must have valid Washington State Driver's License and car insurance.

The above statements are intended to describe the *general* nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.

REVIEW and APPROVAL



Vice President of Patient Care Services & CNO

11/01/2021

Date



Vice President of Human Resources
& Chief HR Officer

11/01/2021

Date