

Job Title:	Speech and Language Therapist
Reports to (job title):	Band 6 Speech and Language Therapist / Team Lead SLT
Line Manager to:	N/A

## Job purpose

- Providing differential diagnosis, clinical advice and therapeutic interventions for adults with communication and/or swallowing difficulties in the Dartford, Gravesham and Swanley and Swale areas of Kent. Does not include patients with learning disabilities.
- Contributing to triage of referrals and supporting students
- Providing advice, support and education for patients and their families/carers.
- Liaising with relevant member of the multidisciplinary team
- Participating in innovation and service development projects to benefit patients and colleagues
- Delivering training to other professionals e.g. community hospital ward staff and care homes
- Keeping up-to-date with knowledge and skills through CPD, internal and external training courses and membership of relevant CENs.
- Prescribing augmentative and alternative methods of communication (e.g. communication aids) where appropriate
- Attending monthly Speech and Language Therapy team meetings
- Participating in monthly team CPD sessions, including presenting at times (e.g. feeding back on case studies or courses attended)

## Base

The team is based at Gravesham Community Hospital in Gravesend (within London fringe area). We have other office/clinic bases in Sittingbourne and Sheppey. Employees are expected to be able to travel to all sites in order to provide cover.

## Key responsibilities

This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role: -

### Communication / Relationship Skills

1. Communicate highly complex and sensitive information to patients, carers, families and members of the multi-disciplinary team and/or those in other professions, from initial assessment to discharge.

2. Use highly developed communication skills to convey complex information in an easy to understand format where there may be significant barriers to understanding.
3. Work closely with patients/ clients and their carers in goal setting and decision making.
4. Demonstrate expert negotiation and influencing skills, both with colleagues and other professionals as well as patient and carers e.g. motivating patients to engage with the therapeutic process.
5. Use empathy, tact, sensitivity and discretion when communicating life changing events e.g. poor prognosis for return of language function or need for augmentative/enteral tube feeding.
6. Act as an advocate for patients who have difficulty communicating.
7. Deal with initial complaints sensitively, avoiding escalation where possible – this may involve diffusing hostility and aggression.
8. Understand and maintain the required standards of clinical record keeping in line with organisational and professional guidelines.
9. Participate in formal and informal training sessions for other speech and language therapists, professionals, carers, local support groups and other third party organisations as requested.
10. Employ excellent presentation skills to promote multi-disciplinary and interagency liaison and collaborative practice to a broad range of audiences.

## **Analytical / Judgmental Skills**

1. To further develop the ability to reflect on auditory, visual and kinaesthetic aspects of a client's communication and to identify appropriate strategies to facilitate and enhance communicative effectiveness.
2. To use knowledge and experience to inform sound clinical judgments/decision making for management of client caseload, making differential diagnosis on the basis of evidence from assessment, seeking advice if appropriate.
3. To develop clear care plans based on evidence and best practice.
4. To reflect on own practice with peers and mentors and identify own strengths and development needs.
5. To target training (formal and informal) appropriately to the needs of the course participants.

## **Responsibilities for human resources including personal and people development**

1. To facilitate the development of others' problem solving/negotiation skills within peer review/support.
2. To explain the role of Speech and Language Therapy to visitors, students and volunteers.
3. To continue to develop own knowledge and skills through personal & team objectives and the appraisal process.

## **Health, safety and security**

Responsibility to maintain own health, safety and security in the workplace including strict adherence to infection control and Information Governance Policy & Guidelines, and to work with colleagues to maintain the health, safety and security of the public and colleagues in the workplace.

## **Responsibility for Policy and Service Improvement/ Development**

1. To advise the Speech and Language Therapy Leads on issues of service delivery including under or over performance, service pressures etc. that may affect service delivery.
2. To assume delegated tasks as requested by the Speech and Language Team Lead/ Therapy Lead, including participation in working groups and policy development groups.
3. To develop care protocols/packages relating to specialist area in liaison with the Speech and Language Therapy Lead, to improve client care.
4. To contribute to interagency/multi-disciplinary team building and policy development.
5. To be aware of, adhere to and implement service and team objectives.
6. To attend and contribute to departmental meetings and Clinical Forums

## **Responsibility for Audit/Research & Development**

1. To share innovative ideas for service development to benefit patients and services.
2. To initiate and undertake Research/Clinical Governance/Audit projects as required.
3. To collect and provide research data as required.
4. Regularly participate in Clinical audit and those included in the annual audit plan e.g. client satisfaction and case note standards.

## **Freedom to Act**

1. Be accountable for own professional actions and recognise own professional boundaries.
2. Be able to work independently with support from more senior colleagues where necessary.
3. Actively evaluate the effectiveness of own clinical practice and demonstrate commitment to personal development, accessing appraisal at pre-determined intervals.
4. Take responsibility for updating own clinical knowledge through attendance at relevant training and courses, identified through appraisal.
5. Act within defined departmental, HCRG Care Group and National protocols/policies and professional codes of conduct.
6. Work as part of a team to ensure that National and local policies and guidelines, relevant to the provision of Speech and Language Therapy Service, are implemented into own practice under guidance from more senior colleagues.

## **Equality, diversity and rights**

Responsibility to support, promote and develop a culture which promotes equality & diversity.

## **Planning and organisational tasks / duties**

1. To manage and prioritise own caseload and workload independently.
2. Plan and implement training programmes to others.

## **Patient Care Responsibilities**

1. Be able to work autonomously, to assess, diagnose, develop and implement programmes of care. Supported by clinical supervision and Team Lead for Speech and Language Therapy.
2. Assess, differentially diagnose, formulate treatment plans (in collaboration with patients and carers), write assessment reports, identify and choose appropriate therapeutic or clinical management techniques from a range of options, provide appropriate therapeutic intervention and evaluate treatment outcomes.
3. Demonstrate clinical effectiveness by use of evidence based practice and outcome measures.

4. Provide complex and sensitive information to patients in a manner that they can understand e.g. regarding cognitive changes.
5. Refer on for specialist assessment for Assistive and Augmentative communication. Liaise with specialist centres to provide continuity of care and help source funding for equipment.
6. Liaise with a wide range of professional colleagues and other agencies to ensure comprehensive management of the patient e.g. attendance at ward meetings and case conferences and telephone liaison e.g. with GPs, dietitians and social services.
7. Plan for patient discharge, ensuring appropriate onward referral and liaison as required.
8. Adapt practice to meet individual patient circumstances, including due regard for cultural and linguistic differences.
9. Complete incident forms where appropriate and discuss pertinent issues regarding safeguarding/incidents with Speech & Language Therapy Team Lead and others involved.
10. Work with patients with a variety of diagnoses and their carers/families, across the team's geographical patch. Working flexibly in order to provide an equitable service to all patients, as the caseload determines and to cover periods of staff absence.
11. Work with a designated caseload, and carry out work in other areas of the wider SLT Team in order to facilitate equity of service provision for all patients (according to level of experience and competence) as requested by Speech and Language Therapy Lead, and to further develop own professional practice.

#### **Responsibility for financial and other physical resources**

1. Be aware of Team budget, monitor stock levels in own service area and request new resources/equipment as appropriate.
2. Be responsible for the security, care and maintenance of equipment ensuring standards of infection control and safety are maintained.
3. Raise any concerns with the Speech and Language Therapy Lead.

#### **Responsibilities for information resources**

1. To maintain up-to-date and accurate case notes in line with RCSLT Professional Standards and National and local policies.
2. To share information with others, observing data protection and information governance guidelines.
3. To record activity data accurately and in a timely manner.
4. To develop an excellent working knowledge of our electronic patient record system (EMIS).

#### **Physical Skills**

1. Excellent auditory processing
2. Excellent computer skills
3. Excellent listening skills

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

## Care

- Inspire
- Understand
- Communicate

## Think

- Challenge
- Improve
- Learn

## Do

- Accountability
- Involve
- Resilience

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice, NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy

- Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

### **Nursing or registered healthcare professionals**

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

### Essential

#### Education and Qualifications

- BSC Hons or recognised degree equivalent qualification in Speech and Language Therapy
- Registered member of Health & Care Professions Council (HCPC)
- Registered member of Royal College of Speech and Language Therapists (RCSLT)

#### Experience

- Work or clinical placement experience in relevant area for post e.g. community setting, outpatients, rehabilitation, care homes, hospitals

#### Knowledge

- Awareness of a broad range of assessments and therapy interventions relevant to a caseload of adults with acquired communication and swallowing difficulties
- Up-to-date knowledge of recent research to inform evidence based practice
- Understanding of the roles of other professionals
- Knowledge of standards of record keeping

#### Skills and personal qualities

- Able to apply theoretical knowledge and professional skills to the management of patients.
- Able to apply evidence based practice and research.
- Motivation to develop and extend professional knowledge/expertise
- Able to set patient-centred goals
- Highly developed negotiation and problem solving skills
- Excellent analytical, auditory discrimination and reflection skills.
- Excellent time management, prioritisation and organisational skills
- Excellent communication and interpersonal skills, including observation, empathy and listening
- Excellent written and verbal communication skills
- Excellent working knowledge of IT
- Able to work both independently and as part of a team



- Willing and able to work flexibly to meet the needs of the caseload

## Other requirements

- Full driving licence and access to a car, in order to carry out community visits to patients in their homes and visit other bases.

## Desirable

## Education and Qualifications

- Dysphagia trained and able to independently manage a caseload of patients with swallowing difficulties
- Evidence of postgraduate courses/CPD in relevant fields
- Lee Silverman Voice Treatment certification
- Member of and regular attendance at relevant clinical excellence networks

## Experience

- Postgraduate experience with an adult caseload, particularly in the community
- Delivery of telehealth

## Knowledge

- Understanding of the principles of clinical governance and audit

Employee signature

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Manager signature

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