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| Job Title:  | **Speech and Language Therapy - Administrator** **- Grade 3** |
| Reports to (job title):  | Head of Speech and Language Therapy for Community Adults |
| Line Manager to:  |  |
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## Job purpose

The postholder will carry out high quality and accurate administrative, data inputting and secretarial support to assist patient care, clinical governance and the clinical processes of the community adult speech and language therapy (SLT) team.

The postholder will support the SLTs to deliver an AAC (Alternative and Augmentative Communication) service.

Base

Speech and Language Therapy department, Swindon Intermediate Care Centre .

This post is responsible for

## Key responsibilities

1. To liaise with referring agents, medical and nursing staff, multi-disciplinary team members, relatives/carers and relevant others to ensure effective continuity of care, establishing a high level of professional relationship engendering confidence in the SLT service.
2. To share information with appropriate others, observing information governance principles and guidelines.
3. To liaise with other departments within the organisation including Finance and Education & Training.
4. To promote efficiency with the adult SLT service by communicating appropriately with team members coordinating timetables, appointments and meetings.
5. To demonstrate skills in communicating with those with speech and/or language difficulties.
6. To participate in team meetings on a regular basis.
7. To answer and deal sensitively with telephone/face to face enquiries in an appropriate manner from the general public, patients (some of whom may have poor communication/speech ability), outside agencies and other professional staff, taking appropriate action on own initiative.
8. To be responsible for clerical administration related to referrals to the service and ongoing caseload according to the departmental and organisational policies, conforming to the regulations concerning information governance, data protection and health and safety.
9. To monitor stock of equipment and resources and to make requests for new items when necessary in consultation with line managers.
10. To follow relevant departmental guidelines in communicating concerns to SLTs and in incident reporting.
11. To develop skills in identifying individual training and development needs through thorough supervision and appraisal, and to attend mandatory training as required.
12. To inform line manager and other relevant managers of complaints by service users and others according to the Trust’s complaints procedures and to inform line manager and other relevant managers of adverse incidents and to adhere to the relevant incident reporting structure.
13. To deal with routine matters on own initiative as appropriate and prioritise work as necessary.
14. To contribute to the design and development of administrative systems/processes with the Department
15. To provide secretarial support for Speech & Language Therapy Manager as required.
16. To carry out administrative duties in support of the SLTs’ work which would include responding to telephone, email and written queries on behalf of the SLT service, including taking referral details over the phone.
17. To be responsible for the ordering and returning of AAC equipment from SCES (Swindon Community Equipment Stores), obtaining quotes for new purchases and liaising with suppliers.
18. To prepare and programme AAC equipment as requested by the SLT, including specialised communication aids, laptops and tablet computers with specialist communication software and apps.
19. To deal with queries from service users relating to their AAC equipment, and to troubleshoot any basic problems, liaising with SCES and other equipment suppliers where necessary.
20. To monitor equipment and resources needed within the clinical area including charging or electrical equipment such as iPads and to suggest requests for new items when necessary through line managers. To adhere with organisational policy and departmental procedure regarding infection control, keeping equipment clean as required.
21. To carry out photocopying, filing, typing, organising paperwork, making up patient files, and other general administrative duties for SLTs.
22. To prepare materials and equipment for use with patients to aid their communication.
23. Arrange meetings, events and training sessions on behalf of the SLT service, where necessary making bookings and ensuring all necessary equipment is available.
24. Maintain accurate timely electronic and hard copy systems and records for the SLT service.
25. Be compliant with the data protection and record management policy and procedures with particular reference to confidentiality and safeguarding issues.
26. To provide appropriate and timely client related correspondence according to Trust, professional and service requirements including the requirements of other relevant agencies.
27. Ensure compliance with Health and Safety policy and procedure.
28. Give advice and guidance to managers around the format and presentation of complex information and documents.
29. Maximise the use of Outlook and Microsoft office to enable effective management of the service area.
30. To carry out monthly Fire & Safety Checks.
31. To assist Speech & Language Therapy meeting management through planning, documenting of minutes and circulation as directed by a Speech and Language Therapist.
32. To assist in organising and to participate in the induction of a new team members.
33. To participate in monitoring of therapy outcomes, uploading the data to the Royal College of Speech & Language Therapists Online Outcome Tool (ROOT) & distributing quarterly reports as directed by SLT Managers.
34. To carry out assigned tasks to support qualified SLT staff and to assist as required such as providing accurate and timely information regarding caseload pressures, collating outcome measures, operating databases and other clinical administrative tasks.
35. To assist the SLT Team to create new SLT Patient Information Leaflets, monitor existing ones and prepare for renewal process as required.
36. To receive support and direction from the supervising SLT and Head of SLT.
37. To manage the SLT team mailbox with minimal supervision, dealing with enquiries and providing advice and information for staff and managers.
38. The post holder will be working with service users who may on occasion exhibit difficult and challenging behaviors. The post holder needs to be aware of customer need and expectations. They will also be working with highly confidential information, which has to be maintained in a sensitive and completely confidential manner.
39. To order and maintain appropriate levels of stocks of stationary for the community SLT service, using the Trust approved suppliers and to liaise with the stationary company over deliveries, discrepancies and substitutions. To order other clinical equipment as resources as required.

This job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.

## 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.

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| **Care** | **Think** | **Do** |
| * Inspire
* Understand
* Communicate
 | * Challenge
* Improve
* Learn
 | * 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](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf) , [NHS Constitution](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx) and [HSCIC Code of Practice on Confidential Information](https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/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.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company’s medicines policy where appropriate training has been given and competencies have been achieved.

## 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

• NVQ Level 3 or equivalent training or experience

• Experience in working in admin within a healthcare setting

• Competent in use of Microsoft Offices and Business applications

• Confident and able to use a variety of types of computer hardware, including laptops and tablets

• Ability and willingness to learn to use specialist communication-aid equipment and specialist software and apps

• Ability to handle confidential information with discretion

• Ability to communicate verbally and in writing for a good level face to face and over the telephone, including adapting own communication style to deal with people with communication difficulties

• Good organisation skills

• Able to work as part of a team and independently

• Flexible and adaptable

• Ability to prioritise work load on a day to day basis, but knowing when to escalate to supervisor as necessary

• Ability to reflect

• Integrity and authenticity

• A good collaborator, allowing others to share ideas an not imposing own views or judgements

• Enables development through co-creation and collective learning

Other requirements:

• Willing to work in other areas of the Trust or Trust-wide as and when required to do so.

• Responsibility to promote the welfare of all children, young people and adults and to keep them safe and to practise in a way that protects them from potential harm or abuse

• To have knowledge of, and follow local policies and procedures regarding acting appropriately to protect vulnerable adults and children at risk

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| Employee signature |
| Manager signature |