

JOB DESCRIPTION

|  |  |
| --- | --- |
| **JOB DETAILS** | |
| **Job Title** | Speech & Language Therapy Support Worker |
| **Reports to** | Lead Speech & Language Therapist: Community |
| **Band** | 3 |
| **Department/Directorate** | Specialist Services Division |

|  |
| --- |
| **JOB PURPOSE** |
| The post holder will provide speech and language therapy (SLT) support to the Community SLT team.  Under SLT supervision, the post holder will provide a range of therapeutic interventions for patients with acquired disorders of communication and swallowing. A member of the Community Rehabilitation team, the post holder will work collaboratively to ensure holistic, patient-centred interventions. They will also provide clerical and administrative support to the SLT team if required, and assist with the provision of training.  **K** |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| The post holder will:  Maintain high standards of SLT provision in accordance with the Health & Care Professions Council (HCPC), the Royal College of Speech & Language Therapists (RCSLT), the Trust and the speech and language therapy service.  With SLT support and guidance, provide appropriate therapeutic intervention, monitoring and information gathering.  Demonstrate sound clinical skills in the treatment of communication and swallowing disorders, commensurate with grade.  Keep accurate records of patient treatment in accordance with Trust and SLT service standards.  Provide support for other parts of the SLT service, including cover for absence if required. This may involve travelling and working in other areas. |
| **KEY WORKING RELATIONSHIPS** |
| |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Lead Speech & Language Therapist: Community * Other Community SLTs * Other members of SLT Service across RD&E and Learning Disabilities (LD) * Head of SLT * All members of local interdisciplinary teams - in-patient and Community Rehabilitation | * Patients, families and carers * Colleagues in other NHS Trusts and healthcare organisations * Care home and care agency staff * Voluntary sector staff * Social care staff * GPs and other practice staff | |  |  | |  |  | |  |  | |

|  |
| --- |
| **ORGANISATIONAL CHART** |
|  |
|  |
| **FREEDOM TO ACT** |
| * Work within Trust policies and procedures. * Use initiative to deal with routine matters and refer more complex queries to the relevant person. * Organize own workload on a day to day basis. * Work independently as well as within the team. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * Communicate condition-related information to patients, carers, relatives and members of the multidisciplinary team/other agencies in a way that is accessible and easily understood. This will include the use of facilitative strategies for people with communication and/or cognitive disorders and other barriers to understanding. * Maintain close collaboration with other members of the multidisciplinary team through joint working and effective communication regarding treatment aims, progress and discharge planning (contributing to written reports and referrals as appropriate). * Provide appropriate and timely information to all relevant members of the healthcare team regarding patients’ rehabilitative requirements and changes in progress. * Maintain effective communication with SLT colleagues to ensure consistency and seamless transfers of care. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Assist as far as possible with routine enquiries. * Use judgement to assess urgency of enquiries and responds accordingly. * Ensure that all non-routine enquiries and professional matters are referred promptly to the appropriate person. * Help to identify those patients who may need alternative support and liaise effectively with the multidisciplinary team. * Demonstrate competent problem-solving skills and the ability to use innovative ideas to enhance and improve service delivery. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * Organize own workload effectively and efficiently to meet deadlines. * Provide appropriate and timely information to all relevant members of the healthcare team regarding patients’ speech and language therapy requirements and changes in progress. |
| **PATIENT/CLIENT CARE** |
| * With SLT support, negotiate appropriate treatment goals with patients, undertaking regular re-evaluation and using appropriate outcome measures. * Help to identify and develop the communicative competence of patients with acquired communication disability, helping them to improve their communication skills and be actively involved in decision making wherever possible. * Make sure that relatives/carers and other staff are aware of the patient’s communicative competence and help to develop the former’s ability to interact effectively using appropriate strategies. * Develop the patient’s ability to use appropriate compensatory strategies. * Facilitate the empowerment of patients in the therapeutic process. * Communicate effectively with patients and carers to maximise rehabilitation potential, ensure understanding of their condition and a safe and efficient discharge. * Liaise and co-ordinate with other professionals to ensure that SLT interventions are an integral component of the patients’ multidisciplinary care package and actively support and promote the discharge process. * Ensure patient and staff safety during treatment and be able to take appropriate decisions with regards to risk. * Make communication and other resources with guidance from SLTs – this might involve researching pictures online, printing, photocopying, laminating etc. * Undertake clerical and administrative duties as required to support the smooth running of the service. |
| **POLICY/SERVICE DEVELOPMENT** |
| * Adhere to Trust policies. * Contribute to the continuous improvement in the efficiency and effectiveness of the service. * Participate in team and department audit activity and peer review to ensure best practice. * Attend and participate in relevant meetings as necessary. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * Help to maintain the database relating to equipment loans. Check equipment is in working order. * Report maintenance faults. * Ensure the efficient and effective use of all resources used within the course of one’s own duties, maintaining an awareness of the financial implications of inappropriate use. |
| **HUMAN RESOURCES** |
| * Provide on the job training for new staff and work experience students as necessary. |
| **INFORMATION RESOURCES** |
| * Submit regular data about activity levels as required. * Daily use of Epic and other relevant IT programmes relevant to the area of work. * Data entry as required. * Must maintain confidentiality at all times. |
| **RESEARCH AND DEVELOPMENT** |
| * Must comply with Trust’s requirement in respect of research governance. |
| **PHYSICAL SKILLS** |
| * Moving and handling in line with Trust policy and procedure, including patients with complex disabilities. * Skills in the use of equipment and technology for specialist clinical care. |
| **PHYSICAL EFFORT** |
| * Clinical intervention frequently involves sitting or standing in an awkward position. |
| **MENTAL EFFORT** |
| * Clinical intervention frequently requires intense concentration, including in busy environments with multiple interruptions. |
| **EMOTIONAL EFFORT** |
| * May experience difficult situations and challenging behaviour which should be referred to a higher level. * Act in a professional and confidential manner at all times. * Provide emotional support for patients and carers as appropriate. |
| **WORKING CONDITIONS** |
| * Exposure to body waste and fluids as part of clinical interventions. * Occasional aggressive behaviour when dealing with face to face complaints. |
| **OTHER RESPONSIBILITIES** |
| Take part in regular performance appraisal.  Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling  Contribute to and work within a safe working environment  You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection  As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.  You must also take responsibility for your workplace health and wellbeing:   * When required, gain support from Occupational Health, Human Resources or other sources. * Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health. * Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you. * Undertake a Display Screen Equipment assessment (DES) if appropriate to role. |
| **DISCLOSURE AND BARRING SERVICE CHECKS** |
| This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check. |
| **GENERAL** |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.  Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff. |

PERSON SPECIFICATION

|  |  |
| --- | --- |
| **Job Title** | Speech & Language Therapy Support Worker |

|  |  |  |
| --- | --- | --- |
| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Good general education, including GCSE ‘O’ level Maths & English (or equivalent).  Relevant NVQ level 3 qualification or equivalent experience. | E  E |  |
| **KNOWLEDGE/SKILLS**  Effective interpersonal, organisational and communication skills.  Able to prioritize and manage own workload within busy environment.  Good spoken and written communication skills.  High standard of computer literacy.  Knowledge and understanding of the role of SLT in Community Rehabilitation.  Able to recognize the limits of own knowledge and skills and seek appropriate support/guidance. | E  E  E  E  E  E |  |
| **EXPERIENCE**  Experience of working with people in a health or social care setting.  Experience of working in a therapy role. | E | D |
| **PERSONAL ATTRIBUTES**  Reliability and flexibility, able to contribute to changing demands of the service.  Willing to undertake training relevant to the post.  Able to work well as part of a team.  Able to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.  Able to deal with challenging behaviour. | E  E  E  E  E |  |
| **OTHER REQUIREMENTS**  Able to meet the travelling needs of the post.  Willing to travel and work in other locations as required.  Willing to work flexibly over 7 days if required. | E  E  E |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
|  | | | | | |
| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Contact with patients | Y |  |  |  | ✓ |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | Y |  | ✓ |  |  |
| Laboratory specimens | N |  |  |  |  |
|  | | | | | |
| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
|  | |  |  |  |  |
| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
|  | | | | | |
| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | ✓ |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | Y |  |  |  | ✓ |
| Food handling | Y |  |  | ✓ |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  | ✓ |  |  |
| Mental Effort | Y |  |  | ✓ |  |
| Emotional Effort | Y |  |  | ✓ |  |
| Working in isolation | Y |  |  | ✓ |  |
| Challenging behaviour | Y |  | ✓ |  |  |