

JOB DESCRIPTION

JOB DETAILS	
Job Title	Senior Speech & Language Therapy Support Worker
Reports to	Lead Speech & Language Therapist/s
Band	Band 3
Department/Directorate	Clinical Specialist Services

JOB PURPOSE
<ul style="list-style-type: none"> The post holder will work as part of the Community Speech & Language Therapy team providing therapeutic and clinical interventions to patients across inpatient, outpatient and domiciliary settings. Work under the direction of the Speech & Language Therapists, to deliver safe, effective care to the local population. Contribute to assessment of care needs and follow treatment plans. Provide advice and information to patients, relatives and carers within the hospital environment. Record and document interventions and changes to the patient's clinical condition. Practice in accordance with Trust standards and policies and work within the boundaries of their role and individual competence. Undertake rotational work within the department if required. Work with adults with acquired communication and swallowing difficulties.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> To support the registered practitioner in patient care delivery by undertaking a range of delegated clinical care duties. To work independently or as part of a team to plan your own workload, prioritising the clinical needs of the patients in your care. To have a flexible approach to working as patient care demands, to include working within different environments e.g. out-patient areas, clinics, wards and out-reach following patient safety guidelines and risk assessments. To be responsible for your own decision making and actions. To establish and maintain good interpersonal skills. To provide and receive factual and accurate information and to overcome communication barriers using other methods, such as visual prompts, reassurance, empathy, informed decision making and risk taking. To undertake training in order to perform clinical interventions effectively and remain competent to practice these interventions, all following assessment and completion of clinical competency. See attached clinical specific tasks associated with role. Assess a person's clinical condition, within your scope of competence using tools specific to the role – such as NEWS2 parameters, pain assessment tool, non-verbal signs of deterioration – and know how to urgently escalate concerns appropriately. To undertake a range of clinical interventions and to demonstrate accurate physical skills with the use of relevant equipment, obtained through training and practice. To be able to assist a patient at risk of harm, e.g. from pressure damage and risk of falls, by following the risk assessment and individualised care plan. You will also be expected to report any changes in condition that may impact the patient, via the Trust incident reporting system. To adhere to Trust policies and standard operating procedures in relation to all aspects of practice. To know how to access the most up to date policies and adhere to them in line with Trust requirements. To promote people's independence and support them to maintain their current function. To act on your own initiative delivering patient care, demonstrate Trust values in all areas of work and conduct yourself in a professional and appropriate manner at all times.

- To contribute to the assessment of care needs and follow plans of care.
- To work within your own capabilities and demonstrate a personal duty of care when using any equipment.
- To provide support and supervision to new or less experienced staff by demonstrating and teaching safe practice and explaining supplementary tasks which need completing in the clinical areas.
- To accurately record information, and understand the importance of accurate and complete documentation. To record clearly and accurately all aspects of care given to the individual in the appropriate place.
- To act as the patient's advocate in safeguarding patients from harm using the patient's information, such as falls prevention and pressure damage prevention.
- To act accordingly if you are concerned, or are made aware of any concerns, about patient safety or harm e.g. safeguarding concerns. To report incidents using the Trust incident reporting system.
- The role involves exposure to hazards, such as physical, challenging or aggressive behaviours and unpleasant conditions such as working with body odours and bodily fluids.

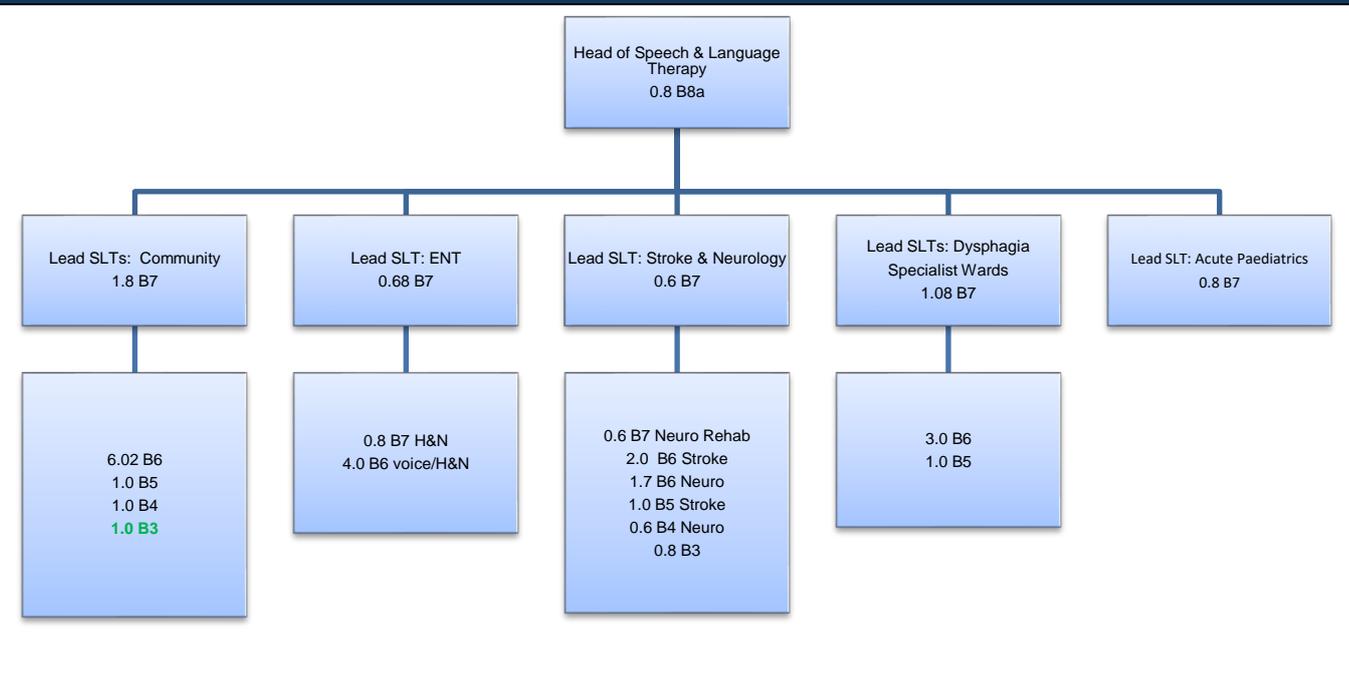
KEY WORKING RELATIONSHIPS

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition, the post holder may deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to Trust	External to Trust
<ul style="list-style-type: none"> • Allied Health Professionals • Doctors of all grades • Registered Nurses • Nursing support staff • Domestic and housekeeping staff • Administrative staff • Facilities and estates staff • Learning and development team 	<ul style="list-style-type: none"> • Social care providers/agencies • Patients, relatives and carers • Care/nursing home staff • Agencies and other providers • General Practitioners • Other members of primary care

ORGANISATIONAL CHART



FREEDOM TO ACT

The postholder will work autonomously, in line with Trust policies and standard operating procedures, under the direction of the designated Health and Care Professions Council (HCPC) registered practitioner.

Work alone at times in a variety of settings under the direction of the HCPC registered practitioner, within the boundaries of their competence, and with access always to support and supervision.

Raise concerns about any matter outside of their scope of competence to the designated HCPC registered practitioner or other appropriate person.

Prioritise work according to the time scales required, considering any clinical risks.

Work within organisational policies, procedures and standard operating procedures and know where to reference these.

Be responsible for taking decisions alone in emergency situations e.g. finding a collapsed patient.

COMMUNICATION/RELATIONSHIP SKILLS

The post holder will communicate effectively across a wide range of channels and with a wide range of individuals, the public and health and social care professionals. They will use both verbal and non-verbal methods of communication, dependent on the needs of the patient, and address communication barriers.

Use interpersonal skills to demonstrate empathy, compassion, courtesy, respect and trust.

Effectively communicate information relating to patients' health and treatment. Utilise interpersonal skills, with support from the registered practitioner, to support patients, relatives and carers in the decision-making process regarding their care.

Be aware of the different communication needs of patients, carers and relatives.

Act as a positive role model to portray a consistent professional image of the service.

Ensure clear, concise, accurate and legible records are maintained in relation to care delivered, adhering to local and national guidance.

Ensure all patient related information is treated sensitively and adhere to the principals of confidentiality at all times.

Be able to challenge constructively within the multidisciplinary team, in an appropriate and professional manner, whilst acting as the patient's advocate.

Understand the implications of the mental capacity act and contribute to capacity assessments as appropriate.

ANALYTICAL/JUDGEMENTAL SKILLS

The postholder will exercise personal responsibility and work independently within defined parameters of practice and their scope of competence, taking the initiative in a variety of situations, and performing a range of clinical interventions consistent with their role, responsibilities and professional values.

Recognise the need for further advice, guidance and support as appropriate.

Assess patients' ability to perform the required examinations and record appropriately. Refer to guidelines or a registered practitioner if the assessment is beyond the patient's abilities.

Report any untoward incidents, complaints and near misses to the appropriate registered practitioner within the stated time scales, and record these on the Trust incident reporting system.

Feedback any outcome/concerns with regard to the achievement of the set goals.

Undertake delegated risk assessments, providing accurate feedback to the team as necessary e.g. in relation to lone working.

PLANNING/ORGANISATIONAL SKILLS

The postholder will be responsible for working in an effective and organised manner, prioritising the clinical needs of their patients.

Demonstrate excellent time management and organisational skills to deliver effective person-centred care.

Deliver care based on the risk assessments completed by the registered HCPC practitioner and follow the individual patient's care plan.

Monitor stock levels within department

Manage a delegated caseload.

Organise own day-to-day activity in liaison with registered staff.

PATIENT/CLIENT CARE

The postholder will be in direct contact with patients, performing clinical interventions and supporting their health and wellbeing. The frequency and level of contact will be determined for each patient based on their individual needs, as set out in the care/treatment plan.

The workload is unpredictable and subject to change and interruption e.g. calls being re-prioritised, interactions with work colleagues, family/patients/carers needs.

The post holder will:

- Implement clinical treatment packages related to their clinical skills. Work within a defined scope of practice.
- Demonstrate clinical knowledge and skills developed through continual professional development, reflective practice and maintenance of clinical competencies.
- Contribute to the holistic assessments of patients.
- Develop skills to recognise risk factors to staff, patients and carers within the healthcare setting.
- Report any untoward incidents, complaints and clinical emergencies to the appropriate registered practitioner within an appropriate time frame.

POLICY/SERVICE DEVELOPMENT

The postholder will:

- Adhere to local and national legislation, policies, procedures and guidelines.
- Promote health and safety at all times.
- Share ideas with colleagues to improve care and suggest ideas for innovation.
- Participate in audit activity undertaken in area of practice.

FINANCIAL/PHYSICAL RESOURCES

The postholder will:

- Ensure the efficient use of resources.
- Exercise a personal duty of care in the safe use and storage of equipment.
- Be environmentally aware and prudent in the use of resources and energy.
- Ensure the safekeeping of patient property, in line with Trust policy.

- Ensure that adequate stock levels are maintained through standard ordering procedure, non-stock requisition and sourcing individualised resources through procurement.
- Assess equipment needs and place orders to support patients within a hospital and home setting.

HUMAN RESOURCES

The post holder will:

- Act responsibly in respect of colleagues' health, safety and welfare, following safety at work practices and complying with local health and safety policy and guidance.
- Recognise and respect equality and diversity, demonstrating an inclusive approach in all environments.
- Understand the importance of role modelling, and participate in the training and supervision of staff as appropriate.
- Adhere to safe lone working practices and use of staff tracking systems.
- Participate in supervision and annual appraisal with a registered practitioner to support professional development.
- Be responsible for the completion of all mandatory training.
- Support the registered practitioners with health and wellbeing activities e.g. act as a Health and Wellbeing Champion for the team.
- Support other teams/areas where clinical risk has been identified.

INFORMATION RESOURCES

The postholder will:

- Record, store and provide information in relation to patient records following the General Data Protection Regulation (GDPR).
- Accurately complete and maintain effective patients records, both written and electronic.
- Complete electronic patient activity accurately to facilitate data collection.
- Record and store information on relevant IT systems.
- Follow all information governance guidance and policies, and maintain confidentiality as outlined within Trust policies.

RESEARCH AND DEVELOPMENT

The postholder will engage with local audit in their clinical areas, focused on maintaining and improving standards.

PHYSICAL SKILLS

The postholder will:

- Demonstrate skills of manual dexterity and manipulation of clinical instruments and equipment, in line with appropriate training.
- Demonstrate keyboard skills to support their own learning and enter information into the patient record system.
- Be able to meet the travelling requirements of the post.

PHYSICAL EFFORT

The postholder will be required to use a combination of standing, walking, bending, stretching, pushing, pulling and carrying throughout the shift.

Frequent and moderate effort may be required when undertaking moving and handling of individuals and equipment, in line with Trust guidelines.

MENTAL EFFORT

The postholder may be required to work a variety of irregular shift patterns (role dependant), in line with the Roster policy. This may include weekend and bank holiday working.

A continual level of concentration will be required throughout shifts in order to provide high quality clinical care and a safe, harm free environment.

The postholder will maintain a professional approach while working in challenging or distressing situation, and when dealing with challenging behaviours.

Resilience is required to manage the unpredictability of the workload.

EMOTIONAL EFFORT

The post holder will be required to:

- Support the emotional needs of patients, families, and carers experiencing a range of complex and varied clinical conditions, which may be life changing or life limiting.
- Support individuals, families and carers when faced with life changing diagnoses and through periods of end of life care.
- Work with patients with mental health, learning disabilities and challenging behaviour.

WORKING CONDITIONS

The postholder will be working in a busy and potentially noisy environment and will be subjected to a range of bodily odours, with the expectation of being able to support patients with these in a professional and non-judgemental manner.

The postholder may be exposed to a variety of challenging behaviours and should respond within their individual competence whilst maintain their own health and safety and that of their colleagues and other patients.

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.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				✓
Exposure Prone Procedures	N				
Blood/body fluids	Y			✓	
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	Y		✓		
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	Y	✓			
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			✓	