

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | **Speech and Language Therapist Advanced Practitioner Voice** |
| **Reports to** | **Speech and Language Therapy Professional Lead and Therapy Service Manger** |
| **Band** | 7 |
| **Department/Directorate** | **Speech and Language Therapy/ Clinical Support & Specialist Services** |

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| **JOB PURPOSE** |
| To coordinate, organise and deliver the Speech and Language therapy (SLT) service to adults with complex voice disorders referred to the Speech and Language therapy service within North Devon.  This post requires a therapist with a highly developed level of clinical expertise and specialist knowledge in working with people with complex voice disorders arising from a broad range of aetiologies and pathologies – including muscle tension dysphonia, structural abnormalities, laryngeal diseases, vocal fold palsies, respiratory voice disorders and psychogenic voice disorders.  The post holder will co-ordinate, organise and deliver the speech and language therapy service (SLT) within the specialty, providing support and clinical supervision for less specialist speech and language therapists, assistants and students.  There will be a requirement to develop close links with ENT and support joint voice clinics locally.  The post holder will develop and deliver appropriate highly specialist training to other colleagues including SLT colleagues, MDT and other professionals and will pursue and acquire on-going highly specialist knowledge and expertise in voice and ENT conditions affecting communication and swallowing.  There is the potential for some cross cover with SLT Head and Neck Cancer locally. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * To work as part of the integrated adult SLT service in North Devon. * To act as an advanced practitioner Speech and Language therapist, managing ENT/Respiratory Voice disorders . * Provide leadership, as required for the SLT team, development of objectives and care protocols within specialist field and supporting SLT and multi-disciplinary team (MDT) colleagues around these clinical areas. * To take an appropriate and significant role within the multi-disciplinary team in the joint planning of interventions and care for adults on own highly specialist caseload .      * To convene meetings and contribute highly specialist professional expertise as part of the wider multi-disciplinary/multi-agency teams in health, social care and education in the management of adults with specific communication difficulties, liaising with other professionals and carers as appropriate and ensuring that complex information about individual adult clients is understood by all relevant personnel.      * To provide supervision to SLTs and assistants working within own clinical specialist area, as required.      * To provide SLT student placements.      * To provide specialist and specific training/teaching to a wide range of staff, carers, SLTs, health and social care professionals and agencies as appropriate.      * To lead within own specialist area in departmental research and evidence-based clinical development activities and to ensure that the service delivered complies with current clinical effectiveness standards and treatment models; identifying risk factors and being responsible for risk management within own specialism and caseload.      * To monitor, evaluate and develop highly specialist service delivery and provide progress reports.      * To be accountable for own professional action and recognise own professional boundaries, seeking advice as appropriate and to work within defined departmental and national protocols/policies and professional code of conduct.      * The post holder will fulfil all tasks and work as part of a team.To meet the needs of the service, the post holder may be required to work in other areas as appropriate as directed by the line manager. |
| **KEY WORKING RELATIONSHIPS** |
| Areas of Responsibility: Clinical lead    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 will 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 the Trust** | **External to the Trust** | | * Patients/carers | * Social workers/social services staff * External agencies, day centres and care homes | | * Speech and Language Therapy Professional Lead * Speech and Language Therapists (SLTs) * Therapy Service Manager * ENT Speech and Language Therapists from other Trusts * SLT Assistants * Specialist Respiratory MDT * Consultants and Hospital Doctors: ENT; Head & Neck Surgery; Oncology; Maxillo-Facial; ICU; Ward Consultants & Doctors Head & Neck Local Support Team * ENT Team * Respiratory Consultants and team | * Specialist services e.g. communication aids centre * Voluntary agencies and patient support groups | | * Radiology * GP’s, Community Nursing * Nursing staff, auxiliaries, support staff * Dieticians, Physiotherapists, Occupational Therapists * Clinical Psychologists * Clerical/admin staff |  | |  |  | |

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| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| Adhere to professional and organisational standards of practice.    Be professionally accountable for all aspects of your own work, within the context of an autonomous practitioner.    Initiate and lead specific projects as required.  To assume delegated tasks as requested by the line manager, including participation in working groups and policy development groups |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| To contribute to clinical teams both multidisciplinary and uni-disciplinary by discussing own and others input around clients’ needs ensuring a well-coordinated plan is developed and in place.    To communicate complex condition related information from assessment to clients, carers, families and members of the multidisciplinary team/other professions.    To work closely with clients, carers and families and colleagues, ensuring effective communication is achieved, particularly where barriers to understanding exist.    To demonstrate skills in motivating clients and/or carers in engaging with the therapeutic process.    To demonstrate very good negotiation skills in the management of conflict across a range of situations.    To deal with initial complaints sensitively; working with the patient/carer/family to achieve a satisfactory resolution and to avoid escalation where possible.    To form productive relationships with others who may be under stress and/or have challenging communication difficulties. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| Undertake comprehensive, highly specialist clinical assessment of patients presenting with complex problems using advanced analytical and investigative skills and clinical reasoning.    Interpret highly complex information e.g. medical notes and clinical findings. Use clinical judgment to access further diagnostics, treatment etc. Apply clinical reasoning skills after assessment to decide appropriate treatment plan and approach.  To provide advanced specialist advice and second opinion to other colleagues. Work in collaboration with other teams in order to support a consistent and equitable service across the Trust.    To actively manage clinical waiting times to meet patient need and Trust priorities.    Undertake risk assessment, using clinical judgement and provide accurate feedback to the team as necessary e.g. in relation to lone working |
| **PLANNING/ORGANISATIONAL SKILLS** |
| To manage and prioritise complex voice caseload, being responsible for the development, organisation and planning of caseload and associated services ensuring timely and effective management and promoting safe and effective transfer of care for patients being treated across Northern and Eastern Services, Royal Devon University Healthcare NHS Foundation Trust.    To ensure that onward referrals are undertaken in a timely and appropriate manner.    Plan organize and prioritise own work load, co-ordination of patient appointments and guide the work of support workers and less experienced staff as appropriate. Work with the team to deliver the most effective service within the resources available to meet patient needs.    To operate within an open referral system, receiving self-referrals and referrals from other relevant professionals, and providing reports back to referring agents and other professionals concerned with any of the patients on the caseload in line with the guidelines of the RCSLT and the HCPC.    Exercise good personal time management, punctuality and flexibility. |
| **PATIENT/CLIENT CARE** |
| To prioritise, assess, develop and implement highly specialist SLT treatment plans, taking an evidence-based and reflective practice approach and evaluate outcomes.    To make a differential diagnosis on the basis of evidence from assessment, seeking advice as appropriate-and to demonstrate and use highly specialist knowledge and experience of a range of condition specific assessment tools.    To reflect on auditory, visual and kinaesthetic aspects of clients’ communication and to identify appropriate strategies to facilitate and enhance communicative effectiveness    Be professionally accountable for all aspects of own work, within the context of an autonomous practitioner.  To establish, maintain and review minimum standards of care for the patients on own specialist caseload, evaluating individual patient’s needs in relation to demands on service within own speciality and advising the SLT Professional lead.    To provide professional advice in the development and implementation of risk assessments and management plans within a multi-disciplinary framework.  To work with other departments and professionals to develop and implement integrated packages of care. To operate as an effective and active member within all multidisciplinary teams.    To provide on-going psychological support to the patient throughout the patient's journey.    To demonstrate knowledge of the Mental Capacity Act and the role of the SLT in assessing capacity specifically for those with a communication impairment.    To be responsible for the identification and onward referral to the wider multi-professional team for additional specialist assessment and input and incorporating these results into the management of the patient.    To write reports, reflecting highly specialist knowledge on individual cases and other professional issues to other relevant professionals in a timely, understandable and legible manner in accordance with local departmental and Trust protocols. Maintain accurate and timely patient records and reports using agreed standard formats.  To adapt practice to meet individual patient’s circumstances, including due regard for linguistic and cultural differences  To ensure that patients are involved in the planning and prioritisation of their care plans wherever possible.    To have specialist knowledge of a full range of interventions, strategies, information sources and support groups appropriate to the highly specialist client group in order to empower the patient to make informed choices.    To employ excellent communication skills at all times and in all situations and with all users, carers, colleagues, partners, stake-holders and the general public.    To provide professional advice in the development and implementation of risk assessments and management plans within a multi-disciplinary framework.  Comply with trust infection control policies and conduct self at all time in a manner as to minimise the risk of health care associated infections. |
| **POLICY/SERVICE DEVELOPMENT** |
| Lead and participate in the operational planning and implementation of policy and service development within the team, helping to set priorities.    Lead clinical changes that contribute to the development of patient pathways.    Propose changes to improve practice in line with local and national guidelines.  Keep up to date with professional and related health and social care developments. Liaise with SLT Professional lead and other colleagues.    Support the team to keep updated in developments in the NHS and social care, leading in the specialty.    Identify opportunities to improve the service, taking account of resources available, discussing ideas with colleagues and managers.    Participate in the operational planning and implementation of policy and service development within the specialty. The post holder will lead on priorities and where appropriate, coordinate across professional boundaries within the multi-disciplinary team.    Propose and lead changes to improve practice in line with local and national guidelines.    To be aware of, adhere to, and implement Service and Team plans and policies.    Report any accidents/untoward incidents/near misses to self, patients or carers to the manager in accordance with Trust policy.    To continually monitor and evaluate the role of the SLT Advanced Practitioner voice, the appropriateness of clinical input and provide verbal and written feedback to the SLT Professional Lead and other professional colleagues as required, contributing to service specifications, quality standards and the wider clinical governance agenda.    To ensure consultation with users of the service and develop public participation in service development, making recommendations as a result of stake holder input.  To advise the line manager on issues of service delivery including shortfall, service pressures etc.  To utilise professional knowledge, recent research, best practice and benchmarking, contributing to the development of departmental policies in order to prioritise patients referred to the service and to make plans for the management of the caseload, balancing the clinical needs of the patients and families involved with the service demands and developments.    To attend all relevant professional, team and departmental meetings in order to contribute at a high level in dealing with the information received, commenting on proposals, sharing highly specialist perspective where this is appropriate and ensuring effective participation relevant to service development and the maintenance of consistent professional standards.  Take a lead role in clinical development e.g. journal clubs, special interest groups, peer review groups and other activities to share and expand specialist knowledge across the service. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| Support manager/s in the best use and monitoring of allocated resources.    Assess, recommend and request new equipment and other resources as appropriate.    To be responsible for the security, care and maintenance of equipment ensuring standards of infection control and safety are maintained; ensure equipment has appropriate checks made.    Report any equipment defects, acting to ensure any such equipment is withdrawn from service.    Demonstrate and instruct others in the use of equipment to ensure safety.    Understand and apply the eligibility criteria for services e.g. Communication aids.    To keep up to date inventories and making recommendations to the SLT Professional Lead regarding the development of equipment resources within the department and ensuring that colleagues benefit from any personal expertise in the use of equipment to meet patient/family needs. |
| **HUMAN RESOURCES** |
| To provide leadership within own highly specialist area.  Work collaboratively with manager/s to ensure training and continuing professional development for self and others (as required) and planning for the appropriate workforce.    Participate in clinical supervision as supervisor and supervisee in line with Trust standards.    Participate in staff appraisal as appraisee and appraiser in line with Trust standards. Ensure that objectives set reflect the Service and Trust plans, including specific objectives relating to the clinical specialism.  Participate in and be proactive in the planning of, leading and delivery of training for staff and other agencies e.g. swallowing awareness, communication support etc, as required.    Be involved in the recruitment of staff within the speech and language therapy team in accordance with HR policies, terms and conditions to maintain an effective workforce capable of meeting the objectives of the service.    Undertake the full range of clinical leadership tasks including communication, staff involvement, workforce planning, appraisal, training and development and performance management.    Actively share areas of knowledge and experience both formally and informally.    Ensure that HCPC and RCSLT registration is maintained and evidenced to manager.    Work with manager to ensure that SLT clinical cover across specialty is maintained especially at times of service pressure.    To take a significant role in assisting the SLT Professional Lead and/or their designates, in the induction of new staff within the SLT department, being responsible for any necessary induction in relation to own specialism and having particular responsibilities for the mentoring and clinical support of newly qualified therapists.    To provide mentoring, advice and support to less experienced SLT’s, assistants and volunteers.    To clinically supervise and deliver on the job training and support to less experienced SLTs working within the adult SLT service.    To assume delegated responsibility for co-ordinating student placements within own team/specialty. Provide full student placements including assessment of the placements as appropriate. |
| **INFORMATION RESOURCES** |
| Contribute to the collection of statistical data accurately and regularly, in order to monitor and develop team activity using electronic and paper methods, in line with departmental and Trust guidelines.    Maintain accurate and timely patient records using agreed standard formats, in line with professional standards set locally and as defined by the RCSLT and HCPC.    To ensure appropriate storage and retrieval of case note records.  To write reports and compile information in line with information sharing protocols.    To share information with others, observing Freedom of Information Act and Data protection guidelines. |
| **RESEARCH AND DEVELOPMENT** |
| To participate in, and where appropriate, lead on clinical governance activities e.g. audit, research, service reviews/evaluation, policy development, peer review and outcome evaluation, as required and when required, provide support and leadership to the team members to participate in clinical governance activities e.g. audit, research, clinical reviews.  To take a key role in the organisation, delivery and evaluation of the SLT voice service in North Devon.  To be an active member of relevant Clinical Excellence Networks |
| **PHYSICAL SKILLS** |
| Developed auditory and perceptual skills.  Computer skills to maintain patient records, clinical audit, support clinical practice, e mail, presentations and order equipment etc. |
| **PHYSICAL EFFORT** |
| To work within Trust manual handling guidelines.    Ability to travel to other locations as required meeting time constraints.    Manual therapeutic handling of patients in relation to assessment, treatment and rehabilitation may require working in restricted positions. |
| **MENTAL EFFORT** |
| The work pattern may sometimes be unpredictable and subject to frequent interruption for example, there may be a need to see patients urgently within clinic. The post holder will be required to manage competing demands of providing services on a daily basis, working collaboratively with others and developing the clinical area.    There is a frequent requirement (daily) for mental effort when completing patient assessment, developing treatment programmes, reading and interpreting patient information and documents and making management decisions/problem solving. There is a need to use a VDU, and remote systems such as teleconferencing, when reviewing and interpreting patient information and clinical data. |
| **EMOTIONAL EFFORT** |
| Work with patients/service users and carers who have a poor/life limiting prognosis, including the communication of distressing news.    Work with patients in the aftermath of bad news.    Work with patients with mental health problems or occasional challenging behaviour.    At times talk to relatives following a death.    Demonstrate well developed skills in relation to regular use of counselling skills with respect to clients’ complex needs and their carers. |
| **WORKING CONDITIONS** |
| Work in a variety of settings according to patient needs including patients own home which can often involve hot/cold temperatures, cluttered, noisy environments and unhygienic environments.    Work with patients with a wide range of conditions including contact with body fluids such as urine, blood, sputum. |
| **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. |
| **APPLICABLE TO MANAGERS ONLY** |
| Leading the team effectively and supporting their wellbeing by:   * Championing health and wellbeing. * Encouraging and support staff engagement in delivery of the service. * Encouraging staff to comment on development and delivery of the service. * Ensuring during 1:1’s / supervision with employees you always check how they are. |
| **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.  T*his is* |

PERSON SPECIFICATION

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| **Job Title** | **Speech and Language Therapist Advanced Practitioner Voice** |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Recognised SLT Degree qualification or equivalent  HCPC registration  Registered member of the RCSLT  Post graduate/Additional training in specialist field to masters level or equivalent  Additional training relevant to the post e.g. Clinical skills training, student supervision, dysphagia assessment and treatment, , Voicecraft /Estill training, Inducible laryngeal obstruction,  Counselling qualification  Clinical leadership/supervision training  Clinical tutor/teaching training  Dysphagia assessment and treatment to Consultant Dysphagia Practitioner Level  Membership and participation in relevant regional CEN’s | E  E  E  E  E  E  E  E  E | D |
| **KNOWLEDGE/SKILLS**  Evidence of CPD in Voice  Evidence of CPD in Respiratory Disorders.  Evidence of CPD in tracheostomy  Evidence of CPD in Head and Neck Cancer.  Ability to/experience in working as an effective member of MDT  Experience in carrying out audit  Understanding of the counselling role as aid to therapy  To employ excellent presentation skills to promote multi-disciplinary and interagency liaison and collaborative practice to a broad range of audiences, including other professionals and users  Monitoring of stock levels and requisition of new equipment as necessary  Ability to maintain the security of and care and maintain equipment, including equipment loaned to clients.  Well established, up to date knowledge of a broad range of assessment and treatment approaches relevant to the specialist client group  In depth knowledge of national policies and procedures relevant to the client group  In depth knowledge of a range of appropriate therapeutic interventions relevant to working with the client group and an ability to compare and contrast relative benefits  Excellent/highly developed skills in all of the following:   * Concentration * Analytical and reflection * Negotiation & problem-solving presentation (written & verbal) * Organisation * Prioritisation * Knowledge of, and adherence to standards Record keeping * Ability to apply research-based practice and advocate it to improve the quality and efficiency of service | E  E  E  E  E  E  E  E  E  E  E | D  D  D |
| **EXPERIENCE**  In depth/specialist experience of working with clients with Voice disorders  Experience of research  Experience of working with patients with communication/swallowing difficulties resulting from Respiratory disorders  Experience of working with patients with communication/swallowing difficulties resulting from Head and Neck Cancer  Leadership responsibilities  AAC  Well-developed skills in supporting the work of:   * Other SLTs * SLT students * SLTAs   Experience in delivering training in communication and dysphagia at expert level  Experience in providing SLT advice and information across settings and organisations to inform decision making at an operational and strategic level.  Use of outcome measures | E  E  E  E  E  E | D  D  D  D |
| **PERSONAL ATTRIBUTES**  Ability to be a good team member and work as a lead member within the SLT wider team  Excellent interpersonal skills, including observation, listening and empathy skills  Highly developed auditory and perceptual skills  Regular use of counselling skills with respect to clients’ complex needs and their carers.  Able to manage the emotional demands and consequences of working with:   * Clients with complex communication impairments and their families * Working with distressing conditions including disability and death   Able to support staff working with stressful conditions both inside and outside work | E  E  E  E  E  E |  |
| **OTHER REQUIREMENTS**  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Ability to travel to other locations as required.  I.T skills e.g. Keyboard and word processing  Ability to work within high risk manual handling guidelines with respect to:   * Manoeuvring of clients including specialist positioning of clients with disability * Moving wheelchairs * Moving furniture, equipment and files   To be flexible to the demands of the work including unpredictable work patterns, deadlines and interruptions  The ability to work within the infection control policy to deal appropriately with exposure to infectious conditions and unpleasant conditions such as body fluids, sputum, head lice and halitosis.  The ability to work with Health and Safety guidelines to manage:   * Lone working * Working in external premises * Aggressive behaviour in the workplace   Ability to travel between sites in a timely manner | E  E  E  E  E  E  E  E |  |

Complete the table below as appropriate

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | Y |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | Y |  |  | X |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| 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 |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | Y |  | O |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | Y |  | X |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | X |
| Heavy manual handling (>10kg) | Y |  | X |  |  |
| Driving | Y |  |  | X |  |
| Food handling | Y |  | X |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | N |  | X |  |  |
| Mental Effort | Y |  |  |  | X |
| Emotional Effort | Y |  |  |  | X |
| Working in isolation | Y |  |  |  | X |
| Challenging behaviour | Y |  |  | X |  |