

152-C531.23

JOB DESCRIPTION

JOB TITLE:	Speech and Language Therapy Clinical Assistant
BAND:	Band 3
LOCATION:	BCP, Purbecks and East Dorset (Shelley Road and Alderney Hospital)
ACCOUNTABLE TO:	Team Manager – Community Adult Speech and Language Therapy Service
LINE MANAGER:	Speech and Language Therapy Service Operational Lead
KEY RELATIONSHIPS:	Patients, Carers, Speech and Language Therapists, Service Administrative lead, Members of the multi-disciplinary team, 3rd sector workers.
HOURS OF WORK:	<p>Part Time: 22.5 hours</p> <p>The post holder may be required to work flexibly to meet the needs of the service.</p> <p>There is a possibility this vacancy will increase to 37.5 hours</p>
JOB PURPOSE:	<p>To work as part of the Speech and Language Therapy team in provision of high quality person centred rehabilitation & support to adults with acquired communication and swallowing difficulties.</p> <p>Following direction from qualified clinicians work independently to implement planned treatment interventions and assist in the development of programmes of care.</p> <p>To provide confidential administration, secretarial and IT support to the Community Speech and Language Therapy Service</p> <p>To take responsibility for the maintenance and preparation of the communication aids used within the service.</p>

MAIN DUTIES AND RESPONSIBILITIES

1. CLINICAL

- 1.1. Take responsibility for the management of the Communication aid resources and for the individual preparation of aids prior to being issued to patients.

March 2024

152-C531.23

- 1.2. Use IT systems to create communication aids eg Boardmaker, ProLoQuo2Go.
- 1.3. Maintain and clean equipment as required following health and safety standards.
- 1.4. Under supervision and direction of qualified staff, to use baseline assessment tools and observational skills to participate in the holistic assessment process of clients.
- 1.5. Assist in developing and providing programmes of care and rehabilitation for patients with specific responsibility for Alternative & Augmentative Communication systems.
- 1.6. Advise carers how to manage patient care between visits, and to promote health education on a person-to-person basis as directed by the qualified clinician
- 1.7. Reporting to the designated qualified member of staff any observed changes in physical / mental state in the patients.
- 1.8. Assist qualified clinicians in the organisation and running of specific treatment groups.
- 1.9. Deliver some group programmes independently under the guidance of qualified staff.
- 1.10. Following training, follow dysphagia (swallowing difficulty) treatment protocols.
- 1.11. Adhere to risk assessments and reporting/sharing any changes that may require reviewing.
- 1.12. Maintain accurate and up-to-date records of all intervention and activity, this includes written documentation of all patient assessments including treatment interventions, goals and discharge plans. This will include IT based systems.
- 1.13. Identify and progress treatment programmes and feedback any concerns, under the guidance of qualified clinicians
- 1.14. Effectively communicate to qualified clinicians, information regarding patient condition, progress, achievements and any difficulties experienced with patients' treatment plans.
- 1.15. Respect the individuality, values, cultural and religious diversity of patients and contribute to the provision of a service sensitive to these needs.

2. ADMINISTRATIVE

- 2.1. Register all referrals onto an electronic system & process all documents to enable clinical care.
- 2.2. Manage all administrative tasks such as copying, filing, archiving, laminating, shredding as required.
- 2.3. Manage the office phone lines, logging all incoming calls and ensuring that all calls are actioned by the appropriate member of staff.

152-C531.23

- 2.4. Provide a point of contact for patients/carers, including dealing with difficult situations and complaints.
- 2.5. Carry out general duties, eg monitoring stocks of consumable resources and actioning reorder or photocopying to resupply when necessary.
- 2.6. Collect and sort all incoming post, and deal with all outgoing mail.
- 2.7. Undertake any other duties as requested by the Speech and Language Therapists or Administrative lead.

3. EDUCATION AND TRAINING

- 3.1. Be prepared to undertake additional training to develop both the individual and the service as a whole.
- 3.2. Be responsible for and keep a record of own personal professional development.
- 3.3. Complete the yearly mandatory training as required by Trust policy to keep abreast of new policies.
- 3.4. The post holder will have regular supervision from a qualified member of staff and an appraisal or PDR annually.
- 3.5. Actively participate in both discipline specific and multi-disciplinary in-service training and to have a basic understanding of the theoretical reasoning behind therapy to inform patients' consent to treatment.
- 3.6. Cascade information from courses attended.
- 3.7. Assist the qualified clinicians in achieving the service development objectives.

4. AUDIT / QUALITY

- 4.1. Participate in Clinical Audits in line with Clinical Governance
- 4.2. Seek the views of patients and carers to contribute to their plan of care
- 4.3. Work proactively within a practice development framework

5. ENVIRONMENTAL

- 5.1. Will encounter patients and relatives in distressing and challenging situations.
- 5.2. Travel to and working in patients own homes and residential and nursing homes will be required.
- 5.3. Some lifting of communication equipment may be required.
- 5.4. Occasionally required to manoeuvre patients into position for treatment.

152-C531.23

- 5.5. Frequent requirement for concentration in care giving duties where the pattern of work may be unpredictable.
- 5.6. The post holder will be expected to adhere to the Trust's Health and Safety Policies including dealing with bodily fluids and to be aware of protocol related to Infection Control issues.

6. HEALTH & SAFETY

Under the Health and Safety at Work Act 1974, as an employee, you must take reasonable care for the health and safety of yourself and for other persons who may be affected by your acts or omissions at work. The Act also states that you must not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare.

You are also required to make yourself aware of the Trust's Health and Safety policies and to report any accidents/incidents.

7. EQUALITY & DIVERSITY

Dorset HealthCare University NHS Foundation Trust is committed to developing, supporting and sustaining a diverse workforce, representative of the community it serves, through the creation of a work environment where staff are able to do their jobs to the best of their abilities without having to face discrimination or harassment. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the policies and measures adopted by the Trust.

8. CONFIDENTIALITY & DATA PROTECTION

Confidential and personal information related to staff, patients and the Trust must not be disclosed within or outside the place of work, except in the proper discharge of duties. It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 1998, as outlined in the Trust Policy and Procedure.

9. VULNERABLE ADULTS, CHILDREN & YOUNG PEOPLE

All members of staff have a duty to safeguard and promote the welfare of vulnerable adults, children and young people in all relevant areas of their work. This will include timely attendance at relevant training events and compliance with Dorset and Poole inter-agency Safeguarding procedures.

10. CLINICAL OBLIGATIONS

- If Statutory/Professional Registration is a requirement of this role it must be maintained at all times.
- Responsibility to maintain continuous professional development in order to meet requirements of professional registration.
- To work within the boundaries of your relevant Professional Code of Conduct.
- Adherence to national guidelines and best practice evidence on Infection Control.
- Compliance with the Trust's clinical policies and those adopted by the Trust.
- Participation in the Trust's Clinical Governance Work Programme.

152-C531.23

11. JOB DEVELOPMENT & REVIEW

All employees are entitled to have at least an annual job and development review with their line manager, which will include drawing up a personal development plan and reviewing the job description.

12. NO SMOKING POLICY

Smoking is prohibited on all Trust premises and in Trust vehicles. The Trust's No Smoking Policy and Health & Safety Policy are available on the Trust's Intranet Site from your Line Manager.

13. TRUST IDENTITY BADGES

Trust ID badges must be worn at all times while on duty.

14. MAJOR INCIDENTS

In limited occasions, the Trust may be asked to respond to a major incident, called by the Emergency Services. All staff will be expected to respond to a Major Incident if required and this may include arriving for work when asked or remaining at work until relieved.