

# Job Description

<b>Job Title:</b>	<b>Clinical Specialist Speech and Language Therapist (Acute Inpatient Services)</b>
<b>Band:</b>	7
<b>Base:</b>	You may be required to work in other designated locations of the Trust as well as your primary base. In particular, flexibility is required across the three main hospital sites (Leicester Royal Infirmary, Leicester General Hospital and Glenfield Hospital). If your initial location is one of these sites excess travel reimbursement would not apply for a permanent or temporary change of base.
<b>Reports to:</b>	Clinical Service Lead
<b>Accountable to:</b>	Clinical Service Lead / Head of Service

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<https://www.leicestershospitals.nhs.uk/aboutus/work-for-us/>

<p><b>Job Summary</b></p>	<p>To provide leadership support and line management to a team of Speech and Language Therapists and Speech and Language Therapy (SLT) Assistants in the adult acute inpatient service, alongside an Operational Lead.</p> <p>To liaise with community services across Leicester, Leicestershire and Rutland as required.</p> <p>To enable the Adult SLT service to realise its aims and objectives through effective performance of local teams.</p> <p>To undertake a highly specialist caseload, including provision of videofluoroscopy, FEES and tracheostomy care.</p> <p>To lead in the development of junior members of staff, working through in-house and RCSLT competencies relating to dysphagia.</p> <p>To ensure the service provided by the team is safe and effective with high levels of patient satisfaction and to take action quickly and appropriately where evidence indicates this is not the case.</p>
<p><b>Staff</b></p>	<p>To demonstrate the Trust's values in everything you do in the work environment.</p> <p>To be responsible in the use and expenditure of the Trust's resources that you utilise delivery of effective healthcare within the organisation.</p> <p>To establish effective leadership and communication.</p> <p><b>Continuing education, professional and personal development:</b></p> <p>To undertake the Trust's corporate and local induction, and maintain your learning and compliance with training requirements for your role.</p> <p>To participate in supervision via agreed review and appraisal mechanisms.</p> <p>It is mandatory for all professionally qualified staff and clinical support staff to actively participate in clinical supervision as an integral part of their professional development.</p> <p><b>Clinical Governance, Reduction of Risk, Audit and Research:</b></p> <p>Management and use of resources and information.</p>

	<p>All records that the role is responsible for or modifies must be kept up to date and maintained in an accurate and diligent manner.</p> <p>Operating with quality in everything you do and maintaining a safe environment key result areas:</p> <ul style="list-style-type: none"> <li>• To work with the Operational Lead and Clinical Service Lead to ensure robust systems are in place that assure the quality and safety of all aspects of the service relevant to the acute inpatient setting, including compliance with CQC requirements.</li> <li>• To ensure continuous performance improvement within the service, working with the Operational Lead and Clinical Service Lead to implement and maintain effective performance reporting processes.</li> <li>• To work with the Operational Lead and Clinical Service Lead to implement service and system changes to meet all key performance indicators as determined within the division.</li> <li>• To work collaboratively with facilities to ensure all aspects of facilities management meet service requirements.</li> <li>• To develop systems and processes to increase patient and public involvement in developing the service.</li> <li>• To work with the Operational Lead, Clinical Service Lead and others as appropriate to develop the strategic direction of the service.</li> <li>• To keep abreast of and translate national and local policy / strategy into practice and implement education and training programmes to effect change.</li> <li>• To work with the Operational Lead and Clinical Service Lead to establish and maintain standards of practice and ensure all Speech and Language Therapy staff (including Admin &amp; Clerical) are competent to undertake their role through ongoing training and development.</li> <li>• To promote focus on and support continuous personal and professional development and leadership skills in your team.</li> </ul> <p><b>Leadership/Management Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• To demonstrate skills of effective leadership, managing a team of Speech and Language Therapists alongside an Operational Lead. This would include line management.</li> <li>• To lead on specific workstreams as appropriate and represent the SLT service at various forums as appropriate.</li> </ul>
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	<ul style="list-style-type: none"> <li>• To support the SLT Management Team to ensure seamless care and co-ordination across acute and community settings.</li> <li>• To demonstrate highly developed negotiation and influencing skills.</li> <li>• To work with the SLT Management Team to develop the strategic direction for the Adult SLT Service ensuring that resources are targeted in the most efficient and effective way.</li> <li>• To resolve informal complaints and to carry out investigation of formal complaints about the service following local policies and procedures and to ensure that all staff within the service understand the complaints policy and are engaged in any lessons learnt.</li> <li>• To work with the Operational Lead and Clinical Service Lead to ensure that appropriate referral pathways across teams are cohesive and interface to ensure smooth transition of clients between acute and community services.</li> <li>• To work with the Operational Lead and Clinical Service Lead, leading where appropriate on the development and implementation of a range of objectives or projects relating to the service, ensuring that these reflect local health and social care priorities.</li> <li>• To contribute to the development of local policies and procedures in conjunction with the Operational Lead and Clinical Service Lead.</li> <li>• To work with other managers on issues of service delivery including shortfall, service pressures in the Adult SLT Service.</li> <li>• To lead working groups, policy development groups as appropriate and report findings and proposals to relevant managers.</li> <li>• To lead and contribute to interagency/multi-disciplinary service developments.</li> <li>• To work closely with relevant others to implement care pathways and sustainable models of care to optimise resource utilisation whilst maintaining the patient at the centre of developments.</li> <li>• To line manage and support Speech and Language Therapists within a locality across acute settings.</li> <li>• To carry out appraisal and ensure current appraisals are in place for staff as appropriate.</li> <li>• To work with the Operational Lead to ensure skill mix of team is appropriate to facilitate optimal service delivery on a day-to-day basis.</li> </ul>
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	<ul style="list-style-type: none"> <li>• To support in the recruitment of new staff and ensure appropriate induction is provided.</li> <li>• To promote and ensure reflective practice in the team.</li> <li>• To facilitate the development of others problem solving/negotiation skills within peer review/clinical supervision and management supervision.</li> <li>• To provide student placements, including assessment of the placements as appropriate.</li> <li>• To identify training needs for the team and work with the SLT management team to develop the training needs analysis.</li> <li>• To provide specialist training and presentations in areas of clinical, managerial expertise and/or service area.</li> </ul> <p><b>Service Delivery:</b></p> <ul style="list-style-type: none"> <li>• To ensure the delivery of SLT Service by the team is safe, efficient and effective.</li> <li>• To carry out effective risk management reporting for the team and report to SLT team manager and others as appropriate.</li> <li>• To deputise for the Operational Lead as required</li> <li>• To remain informed of current speech and language therapy practice and evidence base and to promote/enable relevant new ideas and techniques within the service/profession.</li> <li>• To support new initiatives in the Adult SLT Service and work closely with the Operational Lead and wider SLT management team to implement.</li> <li>• To promote / establish Adult SLT Service developments across Leicester, Leicestershire and Rutland.</li> <li>• To contribute to increasing the capabilities of the SLT Service to engage with patients, families and carers at all levels of service delivery and development.</li> <li>• To contribute to facilitating communication and liaison between the Adult SLT Service and partner agencies.</li> <li>• To write service reports, providing appropriate information, action plans and methodology for evaluating outcomes, reflecting national and local strategic priorities in liaison with the Operational Lead and Clinical Service Lead.</li> <li>• To maintain clinical expertise in dysphagia and communication assessment and management as relevant to the clinical setting.</li> <li>• To provide highly specialist knowledge and skills to a clinical caseload.</li> <li>• To demonstrate a high level of clinical effectiveness by use of evidence-based practice and outcome measures, ensuring these are embedded in the practice of all clinicians in the Adult SLT Service.</li> </ul>
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	<ul style="list-style-type: none"> <li>• To demonstrate advanced skills in dealing with complex issues to generate appropriate, coordinated strategies for caseload and workload management for service.</li> <li>• To communicate complex condition related information from assessment to clients, carers, families and members of the multi-disciplinary team/other professions.</li> <li>• To work closely with clients, carers and families, agreeing decision making relevant to the patient/client management.</li> <li>• To demonstrate empathy with clients, carers and families and colleagues, ensuring that effective communication is achieved, particularly where barriers to understanding exist.</li> <li>• To advise other colleagues on a range of clinical issues and facilitate their own problem-solving skills.</li> <li>• To demonstrate skills in motivating clients and/ or carers and staff to engage in the therapeutic process.</li> <li>• To demonstrate established negotiation skills in the management of conflict across a range of situations, including the resolution of complaints, which may involve diffusion of hostility and aggression.</li> </ul>
<p>Policy</p>	<ul style="list-style-type: none"> <li>• To have responsibility for the implementation of health and safety policies ensuring regular audit and review of subsequent changes.</li> <li>• To negotiate with team/others around service issues and caseload management.</li> <li>• To support the Operational Lead to ensure appropriate referral pathways across teams are cohesive and interface to ensure smooth transition of clients between acute and community services.</li> <li>• To support in the development and implementation of objectives or projects relating to the service, ensuring that these reflect local health and social care priorities, in conjunction with the Operational Lead and Clinical Service Lead.</li> <li>• To support staff to implement team objectives and projects,</li> <li>• To monitor own and others service delivery and report to Operational Lead / Clinical Service Lead / SLT management team.</li> <li>• To advise the Operational Lead and Clinical Service Lead on issues of service delivery including shortfall, service pressures, etc.</li> <li>• To assume delegated tasks as requested by the Clinical Service Lead, including leading working groups, policy development groups within area of clinical and or management expertise.</li> </ul>

	<ul style="list-style-type: none"> <li>• To contribute to inter-agency/multi-disciplinary team building and policy development, assuming a lead where appropriate.</li> <li>• To adhere to and ensure that team plans and policies are implemented.</li> <li>• To use specialist knowledge to inform service/policy development as appropriate.</li> </ul>
<b>Communications</b>	<ul style="list-style-type: none"> <li>• SLT colleagues (clinical and administrative)</li> <li>• SLT Management Team</li> <li>• The wider multidisciplinary team (nursing/medical/AHP/support workers)</li> <li>• Clients and families /carers</li> <li>• SLT and other students</li> <li>• Human Resources</li> <li>• GPs</li> <li>• Social care</li> <li>• Any other agency/stakeholders/partnerships involved in the care of the patient</li> <li>• I M and T</li> </ul>

## KEY WORKING RELATIONSHIPS

### ENVIRONMENTAL FACTORS:

#### Physical Effort:

- Lifting and carrying of equipment in inpatient settings.
- There is potential exposure to infection in patient settings. There is requirement to follow infection, prevention and control procedures.
- There is a requirement to use PCs and/or laptops on a daily basis.
- There is a requirement to be in frequent, direct contact with patients who are acutely ill, end of life, infectious and being actively treated for medical conditions.
- The post holder may be required to directly deal with service users and relatives/carers who are highly distressed and may exhibit verbal or challenging behaviours.
- There may be highly emotive situations to be involved in managing.
- There will be a requirement to use specialist clinical/technical skills for interpretative assessment techniques and therapeutic interventions, e.g. videofluoroscopy/FEES/cervical auscultation/communication aids including IPADs/laptops with specialist software (as appropriate to specialism).

#### Mental Effort:

- Ability to maintain intense concentration in all aspects of work for prolonged periods.

- Flexible to mental demands of the environment including unpredictable work patterns, deadlines and frequent interruptions.
- To analyse data and compile reports in the context of frequent interruptions and to multi-task frequently.

#### **Emotional effort required in the job:**

- To maintain sensitivity to emotional needs of others, particularly when imparting potentially distressing information.
- Manage emotional consequences on self when working with clients/families / staff in distressing circumstances.
- To provide pastoral care to staff who may be experiencing personal difficulties which infringe upon their work.
- To facilitate the resolution of conflict in teams.
- To employ counselling skills with patients, carers / clients and staff with highly complex needs.

#### **Working conditions of the post (Environment):**

- Work within infection control and health and safety guidelines, especially when encountering unpleasant/highly unpleasant conditions on a regular basis related to client contact, e.g. exposure to infectious conditions, body fluids.
- To develop appropriate strategies to manage aggressive behaviour within the workplace.

## **GENERAL**

This job description indicates the main functions and responsibilities of the post. It is not intended to be a complete list. You may be required to undertake other duties from time to time as we may reasonably require.

You will be required to maintain compliance with all statutory and mandatory training requirements.

The link to the Trust's policies and procedures is:

<https://secure.library.leicestershospitals.nhs.uk/PAGL/SitePages/Home.aspx>

## Person Specification

Post: Clinical Specialist Speech and Language Therapist (Acute Inpatient Services)

Band: 7

Criteria	Essential	Desirable	Stage Measured at A – application I – Interview
Commitment to Trust Values and Behaviours	Must be able to demonstrate behaviours consistent with the Trust's Values and Behaviours		Interview
Training & Qualifications	<p>Recognised Speech &amp; Language Therapy degree qualification or equivalent.</p> <p>Health Care Professionals Council Registration.</p> <p>Registered member of Royal College of Speech and Language Therapists.</p> <p>Evidence of successful completion of specialist courses /modules /programme (master's degree and/or equivalent).</p>		<p>Application</p> <p>Application</p> <p>Application</p> <p>Application</p>

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**Clinical Specialist (Acute Inpatient)**

	<p>Membership of relevant Clinical Education Networks.</p> <p>Completion of competencies in videofluoroscopy.</p>	<p>Leadership/Management Training.</p> <p>Working towards / completion of competencies in FEES and/or tracheostomy care.</p>	<p>Application</p> <p>Application</p> <p>Application</p> <p>Application</p>
<p><b>1. Experience</b></p>	<p>1.1 Well established knowledge and use of a broad range of assessment, management and therapy approaches relevant to the specialist client group (communication and dysphagia).</p> <p>1.2 In depth knowledge of the principles of clinical governance/audit/research.</p> <p>1.3 Understanding the roles of other professionals and the principles of partnership working</p>		<p>Application</p> <p>Application / Interview</p> <p>Application / Interview</p>



	<p>facilitate these skills in others.</p> <p>2.4 Demonstrates excellent analytical and reflection skills.</p> <p>2.5 Well-developed concentration skills.</p> <p>2.6 Excellent presentation skills, both written and verbal.</p> <p>2.7 Excellent organisational skills and ability to facilitate these skills in others.</p> <p>2.8 Ability to lead in an interprofessional/interagency context/environment to benefit of client groups.</p> <p>2.9 Prioritisation skills.</p> <p>2.10 Good auditory discrimination skills and ability to transcribe speech phonetically.</p>		<p>Application</p> <p>Interview</p> <p>Application / Interview</p> <p>Application / Interview</p> <p>Application / Interview</p> <p>Application / Interview</p> <p>Application</p>
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	<p>2.11 An effective team member.</p> <p>2.12 Evidence of giving formal presentations at local, regional, national or international level.</p> <p>2.13 Evidence of providing training to others.</p> <p>2.14 Ability to work flexibly to meet needs of job.</p> <p>2.15 Strong self-motivation.</p> <p>2.16 Ability to motivate others.</p> <p>2.17 Ability to translate policy into practice.</p>		<p>Application</p> <p>Application</p> <p>Application / Interview</p>
<p>3. Analytical and Judgement skills</p>	<p>3.1 Relevant highly specialist experience post qualification.</p> <p>3.2 Experience in contributing to policy, planning and service development.</p>		<p>Application</p> <p>Application / Interview</p>

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	<p>3.3 Evidence of effective leadership.</p> <p>3.4 Evidence of facilitating change /innovation</p>	<p>3.5 Experience in operational/line management</p>	<p>Application / Interview</p> <p>Application / Interview</p> <p>Application / Interview</p>
<p>4. Planning and organisation skills</p>	<p>4.1 Excellent interpersonal skills including observation, listening and empathy skills.</p> <p>4.2 Ability to assume leadership responsibilities.</p> <p>4.3 Advanced negotiation and problem-solving skills.</p>		<p>Application</p> <p>Application / Interview</p> <p>Application / Interview</p>
<p>5. Equality, Diversity and Inclusion</p>	<p>Able to demonstrate a commitment and understanding of the importance of treating all individuals with dignity and respect appropriate to their individual needs.</p>		<p>Interview</p>

