

*All staff uphold and promote our Trust vision and values*

### Our Vision

*We put our patients, their families and carers at the centre of our simple vision:*



### Our Values

<b>Innovative</b>	<i>We seek new ideas and adopt best practice to improve our services</i>
<b>Caring</b>	<i>We show kindness and consideration for others</i>
<b>Agile</b>	<i>We deal with new situations quickly</i>

## JOB DESCRIPTION

**Job title:** Highly Specialist Speech and Language Therapist - Preschool Complex Needs and Dysphagia

**Band:** 7

**Location / Work Base:** Hatfield or Hertford

**Business Unit / Department:** Children and Young People's Therapies

**Reporting to:** Clinical Quality Lead/Operational Manager

### JOB PURPOSE SUMMARY:

- A commitment to service improvement in line with best practice, current research and commissioning intentions.
- To provide highly specialist SLT input in area of specialism as part of child centred service delivery.
- Will work autonomously demonstrating effective management and leadership skills.
- To design and develop evidence-based intervention plans and management programmes in area of specialism.
- To provide professional support for less experienced SLT staff in area of specialism.
- To contribute to the review and updating of service policies and procedures
- To maintain own continuous professional development in area of specialism including networking with other professionals at a regional and national level
- To make differential diagnosis within area of specialism, acknowledging own competences and professional duty of care

- To provide professional supervision as required by the service in line with local policies and procedures.
- To develop the skills and expertise of the SLT staff and the wider children's workforce within area of specialism through training and joint working.
- To supervise and allocate work to others in the SLT service as appropriate. To participate in the development of innovative approaches and the delivery of service improvement projects.
- To work closely with CYP, families and any professionals involved, agreeing decision making relevant to the CYP's management and achieving patient-led functional goals
- To contribute to multi agency meetings as part of collaborative working
- Work in partnership with other agencies in order to meet local and national objectives as agreed with commissioners.
- To take responsibility for maintaining relationships with stakeholders
- To liaise with other professionals, at a local and national level, working with the same client group in a range of settings and contribute specialist knowledge

## **MAIN DUTIES and RESPONSIBILITIES:**

### **Operational**

- Implements and promotes adherence to service policies and procedures.
- Positively participates in and promotes Clinical Governance, thus ensuring the highest quality of practice is maintained, within the service.
- Assess, report and manage any clinical and non-clinical risk in line with Risk Management Policy.
- Will present to other health and education professionals on aspects of service delivery or within own area of specialism.
- Contributes to the development of standard operating procedures within area of own specialism.
- Investigates and responds to formal and informal complaints according to HCT policy, working in conjunction with Line Manager, and shares learning with service
- Provides operational support for service as required, including deputising for the Clinical Lead as required
- Participates in the recruitment, selection and interview process.
- Contributes clinical expertise to SEND appeals relevant to area of specialism and acts as a highly specialist witness at case planning meetings and Tribunals as required.
- Actively participates in the collection of data for CQC evidence, patient experience feedback and service improvement

## Patient / Customer Care

- Uses highly specialist knowledge to assess, analyse, interpret and compare complex information to make a differential diagnosis.
- Accurately transcribes, annotates and analyses all aspects of CYP's speech language and communication using a variety of assessment tools to devise appropriate care plans.
- Evaluates outcomes and actively seeks service user feedback in area of specialism to contribute to service improvement.
- Works collaboratively with health and education professionals to promote the health and wellbeing of CYP
- Demonstrates advanced skills in dealing with complex issues to generate appropriate strategies for caseload management.  
Follows and promotes the adherence to HCT and *Hertfordshire Child Protection Procedures*, including the provision of assessments, reports and attendance at case conferences.
- Maintains and updates own knowledge of current evidence-based practice and disseminates within the service as appropriate.
- Maintains an up-to-date in-depth knowledge of relevant regional and national legislation and policy.
- Accurately maintains own clinical records according to RCSLT, HCPC, and HCT standards and supports others to maintain the standards.
- Uses highly specialist clinical skills to respond to service need as required.
- Participates in multidisciplinary meetings relating to individual CYP, including the provision of information, advice and written reports in line with data protection guidelines.
- Provides individualised programmes and reports, highly specialist advice and recommendations for CYP within area of specialism

## Strategic Management

- Participates in the ongoing review of care pathways in area of specialism, ensuring that services are flexible, responsive, effective and informed by best practice.
- Has responsibility for monitoring service need within area of specialism and providing this information to Clinical Leads/Locality managers which contributes to service planning
- Uses in depth knowledge of research and evidence-based practice to contribute to the development of policies and procedures within area of specialism.
- Monitors and evaluates service provision within area of specialism and shares information with Locality Manager/Clinical Leads.

## **Service Development and Improvement**

- To use highly specialist clinical expertise to contribute to service improvement, taking forward initiatives to maintain best practice.
- Evaluate effectiveness of interventions through monitoring of outcomes and patient feedback within area of specialism and identifying service development.
- Evaluates own performance through reflection, demonstrating own continuous learning and improvement, as well as supporting other staff to reflect, learn and improve
- Demonstrates the use of research and evidence-based practice in service development and improvement.
- Leads on clinical audit within area of specialism and actively participates in service audits, clinical governance activity and research as required.
- Contributes to the research of others by collecting and contributing data as requested.
- Actively promotes engagement with stakeholders and families to contribute to service development and improvement
- Works collaboratively with Clinical Leads and other Highly Specialist Therapists to plan and implement innovative systems and processes linked to service improvement.

## **Management and Leadership**

- Able to respond to the learning style of others
- Demonstrates flexibility in own communication and leadership style
- Regularly provides training in own area of expertise to other SLT's, other professionals and care groups.
- Contributes to the clinical development of SLT staff by offering a range of professional support
- Participates in the supervision, mentoring and professional support of SLT staff and students
- Provides managerial supervision for SLT staff as delegated by Locality Manager/Clinical Lead, including management of the appraisal process
- Demonstrates leadership of staff working within area of specialism through a range of supervision and professional support.
- Positively participates in, and facilitates reflective practice including professional supervision
- Is able to lead SLT/multi agency team meetings
- Responsible for planning, implementation and evaluation of CPD opportunities within own area of specialism for the SLT service

## **Communication and Relationship Building**

- To network with other professionals at a regional and national level linked to area of specialism.
- To liaise with local multi agency teams to share specialist knowledge and ensure collaborative working.
- To act as a role model in the promotion of the service and maintenance of service reputation.
- Forms and maintains strong communication links with all stakeholders across a variety of settings
- Works in partnership with other agencies in order to meet local and national objectives as agreed with commissioners.
- Able to effectively communicate difficult, sensitive or distressing information to others
- Shows emotional intelligence and personal resilience
- Demonstrates advanced communication and strong negotiation skills to manage conflict and challenging situations.
- Maintains a high standard of communication through written and electronic documentation within agreed service guidelines. Ensures that team members adhere to HCT record keeping policies.

## **Information Management**

- Maintains confidentiality and manages information sensitively within Information Governance Framework. Ensures standards are adhered to by SLT staff.
- Actively contributes to data collection and evaluation required for a range of purposes within the required time frames to support service delivery and improvement.
- Adheres to and promotes maintenance of accurate and timely clinical documentation in accordance with RCSLT, HCPC and HCT policies and guidelines.
- Promotes and facilitates the use of technology to support service delivery
- Provides clinical information and data when requested, to inform Clinical Lead/Locality Manager on aspects of service delivery.
- Follows and promotes adherence to Trust and service policies and procedures with regards to the use of IT, including the daily use of SystmOne to record all clinical activity.
- Seeks written or informed consent in line with service guidelines as appropriate
- Ensures safe storage of IT equipment at all times in accordance with HCT policy

## **Finance and Resource Management**

- Is responsible and accountable for resources within area of specialism and requests resources as appropriate.
- Is responsible for the maintenance of standardised test equipment and other resources
- To identify cost efficiencies taking responsibility for implementing aspects of any cost improvement plan as delegated to them by the Locality Manager/Clinical Lead.

## Policy and Service

- To raise awareness of speech, language and communication needs and where required eating and drinking
- Takes responsibility for accessing professional support, acknowledging own competencies
- Actively participates in appraisal process to evaluate own performance and identify areas of further development, in line with HCT policy
- Takes responsibility for own continuous professional development, maintaining a sound level of professional knowledge and competence in line with agreed Personal Development Plan, including attendance at relevant Clinical Excellence Networks (CENs)
- Ensures attendance at all required (mandatory) training.
- Attends and actively participates in professional supervision in line with RCSLT and HCT Policy.
- Maintains current HCPC and RCSLT registration in line with HCT Policy
- Manages own time and priorities autonomously
- May work as a sole therapist on site or as a team alongside other health and education professionals
- Takes responsibility for completion of expenses claims, submission of timesheets if required and adheres to HCT sickness and leave policies
- Works at all times within an equal opportunities and equal access framework that promotes anti-racism, equal opportunities and the development of ethically and culturally appropriate services within the local community.

## PHYSICAL SKILLS, EFFORT and WORKING CONDITIONS:

<b>Physical skills</b>	<ul style="list-style-type: none"> <li>• Manual dexterity skills for arranging standardised test materials appropriately to meet the needs of individual clients.</li> <li>• Highly developed auditory and perceptual skills for assessment, diagnosis and treatment of clients.</li> <li>• Required to work in a child friendly environment e.g. small table and chairs and sitting on the floor whilst working with a child.</li> </ul>
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	<ul style="list-style-type: none"> <li>Required to sit at a computer in order to input data on to systems which would require accurate keyboard skills.</li> </ul>
<b>Physical effort</b>	<ul style="list-style-type: none"> <li>Required to move equipment from one location to another.</li> <li>Required to work in a wide range of premises.</li> <li>Required to carry materials and equipment relating to role, in accordance with relevant HCT health and safety policies.</li> <li>Required to drive and hold a current driving licence and have access to a vehicle for work and to be able to travel efficiently to all areas covered by HCT. Provide evidence that the vehicle is insured for business use.</li> <li>Required to confidently manage the physical handling of babies, children and young people with feeding difficulties where this applies to the specialist area of the post.</li> </ul>
<b>Mental effort</b>	<ul style="list-style-type: none"> <li>Intense concentration required over sustained periods when working with groups of families</li> <li>Required to react swiftly to the needs and actions of all age ranges e.g. challenging behaviours.</li> <li>Required to switch between different techniques and approaches within a short space of time.</li> </ul>
<b>Emotional effort</b>	<ul style="list-style-type: none"> <li>Required to deal with emotional and distressing circumstances while maintaining a professional impartiality.</li> <li>Engages and communicates effectively with hard to reach families, overcoming barriers to understanding.</li> <li>Able to cope with the emotional consequences of working with distressing client conditions.</li> </ul>

	<ul style="list-style-type: none"> <li>• Required to contribute specialist knowledge as part of legal proceedings such as tribunals and child protection cases.</li> <li>• Recognises conflict and generates solutions when dealing with complex and sensitive issues.</li> </ul>
<b>Working conditions</b>	<ul style="list-style-type: none"> <li>• May be exposed to bodily fluids such as saliva and mucus.</li> <li>• Requires Hepatitis B due to risk of biting or scratching.</li> <li>• Risk of challenging behaviour/physical aggression.</li> <li>• Adopts a flexible approach to variable working conditions such as small enclosed spaces or highly distracting environments.</li> <li>• Identifies any health and safety risks to Team Lead/Line Manager.</li> </ul>

## Supplementary Information:

### Diversity and Inclusion

The Trust believes that fairness for people is fundamental to providing good care. We want to ensure that those who work with us and for us, share this core value.

We are committed to equality, diversity and inclusion for all job applicants, staff, patients and the wider community. We are continuing to develop the strength of our inclusive approach and creating a workforce which represents the diverse communities we serve is an important part of this.

Across the Herts and West Essex Integrated Care Boards (HWE ICB), we have agreed to:

- Work together to learn, celebrate and embrace diversity, end unfairness, discrimination and racism, and embed these changes into our everyday work
- Strive towards being an exemplar group of organisations for equality, diversity, inclusion, fairness and belonging
- Commit to value all people and promote a culture of zero tolerance to all kinds of harassment, bullying, discrimination and racism in the workplace
- Pro-actively champion national and local policies and initiatives to address health and workforce inequalities
- Work in partnership with other professional and health and care organisations to embed these principles Work in partnership with other professional, health and social

care organisations, trade union and voluntary sector organisations to embed these principles

You are required to demonstrate behaviours at all times which support our commitment to equality, diversity and inclusion, so that our workplaces are free from harassment and/or unlawful discrimination and where diversity is actively valued and celebrated. You are expected to be supportive of these principles and to demonstrate this in everything you do at work, regardless of your role.

**Mobility / Flexibility**

The normal place of work for the post is as stated above, but as a term of employment post holders may be required to work from any of the Trust's establishments.

**Health and Safety at Work**

In accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, staff have a duty to take responsible care to avoid injury to themselves and others by their work activities and to co-operate in meeting statutory requirements.

**Infection Control**

Employees must be aware that preventing healthcare acquired infections and infection control is the responsibility of all staff. Clinical procedures should be carried out in a safe manner by following best practice and infection control policies.

**Data Protection and Confidentiality**

Employees must maintain confidentiality when dealing with sensitive material and information and be aware of the Caldicott principles, the General Data Protection Regulations (GDPR) and the Human Rights Act. The protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the Trust and individual may be prosecuted. Disciplinary action will be taken for any breach.

**No Smoking Policy**

The Trust operates a smoke free policy which means that smoking is not allowed anywhere on Trust sites including buildings, car parks and entrances.

**Safeguarding**

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role. The expectation is that the post holder is familiar with the relevant procedures and guidelines, all of which can be found on the Trust's intranet.

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other duties and responsibilities commensurate with the grade. Any changes to this job description to take account of changing service needs will be made in discussion with the post holder.