



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

CAJE Reference:
2019/0489

JOB DESCRIPTION

JOB DETAILS

Job Title:	Speech and Language Therapist - Highly Specialist
Pay Band:	7
Hours of Work/Nature of Contract:	To be agreed
Division/Directorate:	To be agreed
Department:	Speech and Language Therapy
Base:	To be agreed

ORGANISATIONAL ARRANGEMENTS

Accountable to:

Managerially:	Deputy Head of Speech and Language Therapy Services Head of Speech & Language Therapy Services
Reporting to:	Speech & Language Therapy Clinical Team Leader
Professionally responsible to:	Head of Speech & Language Therapy Services
Responsible for:	Delegated Speech & Language Therapy Staff Delegated Health/Social Care/Education personnel Speech & Language Therapy students.

JOB SUMMARY/JOB PURPOSE

The post holder will contribute to the provision of health and social care to the people served within BCUHB by participating in the achievement of the Health Board's mission and quality objectives by leading and providing high quality, safe, efficient and effective speech and language therapy services within available resources and in accordance with the registration and Code of Practice of the RCSLT and the HCPC.

- (i) Working in conjunction with service managers and other clinical specialists, to ensure the delivery of evidence based practice and maintenance of standards to provide a high quality service user centred clinical model.
- (ii) To take a lead in delegated aspects of Clinical Governance activities within the Speech & Language Therapy Service.
- (iii) Take a leading role in the provision of an advanced specialist speech & language therapy service to children and/or adults with a wide range of complex and diverse communication and/or feeding and swallowing difficulties. This involves the assessment, diagnosis, treatment, management and discharge of own caseload, proactively seeking advice where appropriate. Clients may be seen in a school/clinic/hospital/social care setting or on a domiciliary basis.

DUTIES AND RESPONSIBILITIES

A Job Plan will be agreed with the post holder, and regularly reviewed with the designated Line Manager, to ensure service priorities are clearly understood and workplace timetables are agreed.

CLINICAL RESPONSIBILITIES

- The post holder will be an autonomous practitioner with a clinical caseload. S/he will provide support and supervision, for the Speech & Language Therapy team and guidance and for the wider multidisciplinary teams who care for service users, families and carers.
- The post holder will hold a portfolio which will embrace aspects of the following areas of responsibility to ensure that clinical practice and governance are fully integral to service provision across the localities:-
 - Clinical Responsibilities across or within a clinical or geographical area, working within their own area of expertise, including responsibility for the day to day management of the delegated clinical service area and for a specified caseload.
 - Project Management Responsibilities – in agreement with the service managers.. This may be within a Clinical Network or across Networks, – e.g. Clinical Effectiveness and Standards, Training & Development, Audit, ISUE, Service Evaluation and Improvement Plans.
 - Working as part of multi-disciplinary teams, and liaison with all relevant internal and external agencies, representing the service with partner organisations in relation to specific clients / client groups and services, and multi-agency projects, and the communication of highly complex and sensitive information as required.
 - The post holder is expected to identify opportunities for service change and improvement, to encourage and enable implementation of associated evidence-based services under the guidance of the service managers.
 - Professionally and legally accountable and responsible for all aspects of professional practice including the management of service users in your care. To work within Health Board protocols, procedures and guidelines and Professional Standards set by the HCPC and Royal College of Speech & Language Therapists. To have good working knowledge of national and local standards and monitor own and others quality of practice as appropriate.
- Support the delivery of the clinical services across the Health Board in locations according to service demands, delivering a high quality service in line with the clinical governance agenda
- Undertake the role of a specialist practitioner providing a comprehensive assessment of service users, including those with complex presentations, using extended investigative, analytical and advanced clinical reasoning skills to produce specialist programmes of care.
- Undertake assessments and clinical interventions, utilising highly developed skills, in-depth clinical knowledge, and an understanding of the intricacies of communication with respect to the predictors of poor outcome.
- Manage clinical risk within own service user caseload and that of others.
- Produce comprehensive service user related reports for other use by service users, disciplines or agencies relating to assessment findings, treatment outcomes and recommendations.
- Link with other specialist practitioners within the Service, ensuring service users follow the most appropriate pathway of care.

- Take a key role in supervising and assessing the performance of Speech & Language Therapists, which will include work-based learning and formal presentations.
- To be a clinical educator for student Speech & Language Therapists to graduate level.
- Responsible for maintaining legal, accurate and comprehensive service user treatment records in line with the Health Board, RCSLT Standards of Practice and HCPC guidelines.
- To be aware of the Health and Safety aspects of the work and work place and be involved in implementation of policies including prompt reporting of incidences and ensuring that environments worked in and equipment used are safe
- Responsible for the safe and competent use of all equipment issued to or used with service users. Ensure that Speech & Language Therapy Technical Instructors and Assistants attain competency prior to access.

When working with clients, the Speech & Language Therapist will:

- Use speech and language therapy skills and knowledge, underpinned by current evidence based practice, to help manage the caseload in partnership with service users, members of the Speech & Language Therapy Service and multidisciplinary teams as appropriate.
- Provide clinically effective assessment, diagnosis, management, treatment & discharge of individuals referred with disorders of speech, language, fluency, communication and eating / drinking within the caseload, seeking advice / referring / transferring to alternative professionals, agencies and services as appropriate and within your duty of care.
- Ensure service users are involved in the development and evaluation of packages of care / care aims, using SMART, evidence-based targets, clinical outcome measures, and discharging where appropriate, with due regard for cultural and linguistic differences, bilingual requirements and the Welsh Language Act.
- Ensure service users are afforded opportunities as equal, empowered partners through informed consent, commitment to access, information provision and supported participation at each stage of the therapeutic pathway.
- Ensure safe delegation through liaison and training of service users and other professionals, with provision of accessible written information and reports outlining management and care of clients, so that all involved know how best to help the client to achieve therapy goals and maximise communicative potential in a variety of environments and other social settings.
- Deliver individual, group or generalising interventions and strategies.
- Write therapy programmes for Health / Social Care / Education Assistants and others to implement within their range of competencies.
- Ensure packages of care are evaluated at the end of an episode of care using clinical outcome measures, and discharging when appropriate.
- Ensure service user confidentiality at all times.

COMMUNICATION

The postholder will:

- Communicate effectively with staff and managers within the Speech & Language Therapy Service and wider Health Board as necessary taking into account individual sensitivities and needs and political agenda.
- Provide support to staff within the team and line manage through diligent and professional communications at all times. Ensure staff are fully informed of issues, changes and events that may affect them professionally, individually or operationally or affect their ability to undertake their role effectively; giving opportunity for consultation and involvement wherever possible.
- Be able to resolve verbal concerns where possible in order to diffuse potentially hostile situations and ensure all information relating to concerns gained through employment with the Health Board is confidential.
- Be involved with, support or lead service improvement projects. Support other senior colleagues and Team Leaders and/or take a lead on implementation of service improvements in their area of responsibility where they have been initiated through Health Board - wide projects
- Working with the Clinical Team Leaders you will be required to address motivational issues at an individual or team basis with support from senior colleagues. You will be required to negotiate and encourage active participation of the staff in service improvement initiatives.
- Communicate effectively and appropriately with service users, families and carers, complex and sensitive information regarding assessments and interventions to ensure understanding of the conditions and to do these using written or verbal methods as required. S/he will facilitate service users' attitudinal change towards their condition, thus encouraging health / function behaviour. S/he will articulate effectively the speech & language therapeutic perspective on a service user's condition with colleagues and members of the MDT and negotiate when various service user management options are available to ensure delivery of a coordinated approach.
- Involve the service user, relatives and carers in the planning and treatment programmes and gain informed consent where necessary
- Maintain accurate and timely written records for all service user activity and related work carried out at each clinical session, to include comprehensive progress and discharge reports in accordance with Health Board policies and HCPC requirements.
- Persuade and motivate service users with empathic and negotiating skills to comply and undertake their treatment programme, where there may be barriers to communication due to language, hearing loss, pain, fear etc. This may include information on long term permanent disabilities or conditions.
- Ensure that all information relating to the service user and /or staff gained through employment within the Health Board is confidential.

PERSONAL & PROFESSIONAL DEVELOPMENT

The postholder will:

- Responsible for continuous self-development by use of self-directed education, reflective practice, via attendance at postgraduate courses, tutorials, peer reviews and specialist clinical network groups in order

to maintain / update existing knowledge and to incorporate new trends and research as agreed in their personal development plan and to maintain a CPD portfolio.

- Act as an expert resource for Health professionals and colleagues providing professional advisory support and training.
- Regularly supervise, educate and support more junior staff and other members of the MDT, promoting a positive culture of learning within the designated areas / teams and identify learning opportunities on a local level.
- Participate in the PADR system as both appraiser/appraisee and be responsible for fulfilling agreed objectives and Personal Development Plan.
- Participate in the Clinical Supervision programme, both as a Supervisor and Supervisee.
- Follow RCSLT guidance related to working within one's scope of practice ensuring that when undertaking roles, that validated training is completed and that on-going competency is validated by use of the Advanced Practitioner framework.
- Undertake evidence based audits and assist in the development of service delivery and own clinical practice.
- Maintain records of training provided, according to service and Health Board requirements.
- Be actively involved in the Department's in-service training through the delivery of presentations and through arranging external speakers as required.
- Maintain registration with the Health and Care Professions Council (HCPC) and to work within the HCPC Code of Conduct, Royal College of Speech & Language Therapists' Code of Professional Conduct; Standards of Speech & Language Therapy practice and Health Board Code of Conduct.
- Prepare for and take an active part in the PADR process in accordance with organisation policy and working in partnership with the reviewer. S/he will pro-actively identify learning needs and opportunities to develop competence/own skills in order achieve objectives.

EDUCATION & TRAINING

The postholder will:

- Responsible for maintaining own competency to practice through continuing professional development.
- Provide teaching and education to other professions.
- Be a source of clinical knowledge and expertise, assisting colleagues with audit.
- Participate in mandatory and statutory training as outlined by the Health Board
- Deliver in-service training programmes to other members of staff using advanced educational skills.

ORGANISATIONAL

The postholder will:

- Lead professional meetings in order to ensure effective exchange of information across the team and to coordinate service delivery.

- When appropriate, attend MDT meetings within the clinical section in collaboration with the team to identify clinical priorities and service development needs within the specialist area that contributes to service development strategy.
- Maintain accurate documentation and produce written reports as required within a timely manner.
- Collect and submit appropriate monthly data and statistics for areas / localities caseload, in order to ensure compliance with Health Board and WG reporting times. Where appropriate, to monitor Speech & Language Therapy Waiting Times and Follow Ups, taking appropriate action and / or escalating to the Team Leaders and / or Senior Clinicians.
- Be responsible for equipment used in Speech & Language Therapy interventions and to adhere to Health Board / Departmental policies and guidelines ensuring competency of self and others in its use.
- Be aware of and adhere to Health Board policies and procedures at all times and to be involved in their review as required ,working within HCPC and RCSLT codes and standards of practice.
- Report and document any adverse incidents to line manager immediately.
- Expect to be flexible in your approach and it may be necessary from time to time to support colleagues in other locations within the area in times of sickness etc.

INFORMATION PROCESSING

The postholder will:

- Maintain accurate and comprehensive records in line with Professional and HCPC requirements and the requirements of the Service and Health Board.
- Maintain accurate and up to date service user / service user contact data and other data as required by the service to inform performance management, audit, evaluation and service development.
- In conjunction with the Senior Clinicians, lead on audit in area of work ensuring appropriate data templates, data collection and collation.
- Contribute required data to inform multi-disciplinary audit / research.
- Be able to produce relevant service reports to inform the wider service multidisciplinary team as required.
- Undertake administrative duties, supporting the Team Leaders and Senior Clinicians to collate performance management data collection and interpretation of the data in accordance with relevant departmental policies, Welsh Government and Health Board directives.
- Be competent in the use of Information Technology (IT), Service user Management Systems and results reporting programmes as appropriate.

This list of duties is not intended to be exhaustive, but indicates the main areas of work and may be subject to change after consultation with the post-holder to meet the changing needs of the service.

GENERAL REQUIREMENTS

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organisation's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection Act 1998:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should

consult their manager if they have any doubt as to the correct management of records with which they work.

- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report and form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have direct contact with patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau Enhanced Disclosure Check as part of the Health Board's pre-employment check procedure.
- **Safeguarding Children and Vulnerable Adults:** The organisation is committed to safeguarding children and vulnerable adults. All staff must therefore attend Safeguarding Children training and be aware of their responsibility under the Adult Protection Policy.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.

Date Prepared:

Prepared by:

Date Reviewed:

Reviewed by:

Agreed by:

Employee's Name & Signature:

Date:

Manager's Name & Signature:

Date:

PERSON SPECIFICATION

Job Title: Speech and Language Therapist - Highly Specialist

	ESSENTIAL The qualities without which a post holder could not be appointed	DESIRABLE Extra qualities which can be used to choose between candidates who meet all the essential criteria working at full competencies	METHOD OF ASSESSMENT
Qualifications	• Recognised qualification degree / equivalent in S&LT • HCPC registered • Post graduate study relevant to clinical area at Masters level or equivalent demonstrable experience at this level • Able to demonstrate continuing professional development e.g. up to date, relevant CPD portfolio. • Clinical supervisory experience	• Membership of appropriate clinical network group • Other professional or academic qualification which relates to clinical practice • Accredited Practice Placement Educator Certificate	• Certificates • Interview
Experience	• Significant experience clinically in area of specialism • Experience of clinical leadership • Delegation to qualified and non-registered staff • Experience of delivering clinical education in area of specialty • Evidence of teaching within post • Significant experience of leading multidisciplinary / multiprofessional teams • Involvement in clinical audit	• Continuing Professional Development • Welsh / English therapy provision • Experience of lecturing externally • Experience of project management • Additional clinical or health care related experience • Experience in leading service development / improvement • Experience in research	• References • Application form • Interview

	• Experience in service development / improvement. • Experience of leading clinical audit • Experience of delivering / supporting practice / service change • Delivering Practice Supervision • Contributing to Student training • Evidence of attendance on specialist short courses and advanced training in relation to clinical specialty		
Knowledge & Skills	• Excellent interpersonal skills • Ability to problem-solve • Negotiation skills • Knowledge of assessment tools for Adult / Paediatric disorders • Ability to self-evaluate • Concentration skills • Prioritisation skills • Reflection and analytical skills • Auditory discrimination skills • Good listening skills • Ability to work as a team member • Observation skills • Good presentation skills oral and written • Extensive clinical experience and knowledge in relationship to specialty	• Alternative and Augmentative Communication knowledge & skills • Welsh speaker	• References • Interview • CV • Certificates • CPD • Portfolio

	• Evidence of recent study in relevant clinical area • Understanding of professional ethics and their application in practice • Welsh / English competency that is compatible with linguistically appropriate assessment and therapy provision • Awareness of roles of other professionals involved in care of service users on agreed caseload • Demonstrate understanding & involvement of clinical governance and risk assessment. • Broad knowledge of health legislation / policy • Advanced clinical reasoning skills • Able to critique research papers and implement relevant findings • Effective planning, time management and organisational skills • IT skills • Ability to report statistical information / service data and present reports and documents to a high standard		
Communication & relationship skills	• Able to give clear, concise written and verbal reports. • Excellent communication skills, including the ability to process and share highly complex information in a confidential manner.		• Interview • Application • References

	• Demonstrate professional independence • Ability to conduct professional affairs in a confident, assertive manner, using negotiating / influencing skills whilst maintaining excellent working relationships with all stakeholders		
Personal Qualities <i>(Demonstrable)</i>	• Empathic • Self-motivating and ability to motivate others • Ability to work under emotionally stressful conditions • Able to cope with a busy working environment, with periods of interruption throughout the working day • Ability to prioritise own workload and that of the team • Able to work flexibly and independently • Ability to reflect and critically appraise own performance • Be able to demonstrate tact and diplomacy when working with others.		• Interview • References
Other Relevant Requirements	• Clear vision of role / commitment to specialty and department • Flexible and able to adapt to new challenges and change • Able to work flexibly according to the changing needs of the service • Ability to meet the travel requirements of the post		• Application form • Interview • Document check

EFFORT FACTOR INFORMATION TO SUPPORT JOB DESCRIPTIONS

Post Title: Speech and Language Therapist - Highly Specialist

Base / Ward: Relevant to post

CPG / Department: Speech and Language Therapy

This document should be completed for each job description and submitted together with the agreed job description and person specification. Having studied the information relating to effort factors, give an accurate description of what effort is required in the job role under each of the headings. Please indicate frequency of exposure as follows:

D = Daily W = Weekly M = Monthly A = Once/twice a year

Physical Effort

Nature & Frequency:

- The post will require frequent, sustained physical effort when delivering assessment and interventions to service user, family, parent, carers/service user, family, parent, carers who have complex and occasionally disabling physical and mental health conditions. **W**
- Lifting equipment without mechanical aids - Lifting and carrying equipment related to assessment and therapy materials; giving presentations e.g. OHP, flip charts etc. **W**
- Manipulating objects. **D**

Mental Effort

Nature & Frequency:

- To be able to work in an environment, where the work pattern of prolonged concentration may be disrupted by frequent demands from service user, family, parent, carers, other staff members or the telephone. **D**
- To support other team members when indicated in the management of challenging service user, family, parent, carers/service user, family, parent, carers. **D**
- Post holder is required to work autonomously making decisions affecting service delivery. **D**
- Operate equipment/machinery – e.g. communication aids. **M**
- Attend meetings e.g. multidisciplinary meetings, special interest groups. **W**
- Check documents - review medical notes, letters and report on a daily basis and collect and interpret information in order to advise on appropriate therapy. **D**

Emotional Effort

Nature & Frequency:

- Demonstrate the ability to deal with potentially stressful and emotional situations. Deal sensitively with service user, family, parent, carers who may have high levels of anxiety and aggression e.g. caused by pain, fear, worry, dementia. **D**
- Able to impart unwelcome news to staff; service user, family, parent, carers, sensitively regarding limited expectation of intervention. **D**
- Occasionally work alone in the department or within the service user, family, parent, carer home with possible exposure to isolation, unpredictable situations and verbal or physical aggression. **W**
- Designated to provide emotional support to front line staff - provide support to the wider Speech & Language Therapy team including peers and junior staff. **W**
- Exposure to aggressive physical behaviour where there is little / no support - infrequent but real potential exposure when dealing with individuals with complex medical, social and communication needs. **W**

Working conditions**Nature & Frequency:**

- Occasional exposure to bodily fluids; unpleasant odours. **D**
- Frequent use of computer. **D**
- Driving as required. **D**
- Inclement weather – when driving to home visits / clinics / meetings. **M**
- Unpleasant smells - routine exposure as undertakes work in clinical areas with patient / service user, family, parent, carers own home. **D**
- Noxious fumes - people smoking in their own home on domiciliary visits. **M**
- Fleas or lice - routine exposure as undertakes work in clinical areas / patient / service user, family, parent, carers own home. **M**
- Use of IT equipment for clinical practice working on a paperless system – involves work on a computer for most of the day. **D**
- Drive a vehicle - nature of geographical area of BCUHB and need to work with the wider Speech and Language Therapy team across the Health Board will require frequent driving. **D**