

Job Description

1. JOB DETAILS

Job Title: Secretary, Speech & Language Therapy

Grade: Band 3

Responsible to: SLT Team Leader

Reports to: SLT Operational Support Officer

Location: Speech & Language Therapy Department, Royal Hallamshire Hospital

2. JOB PURPOSE

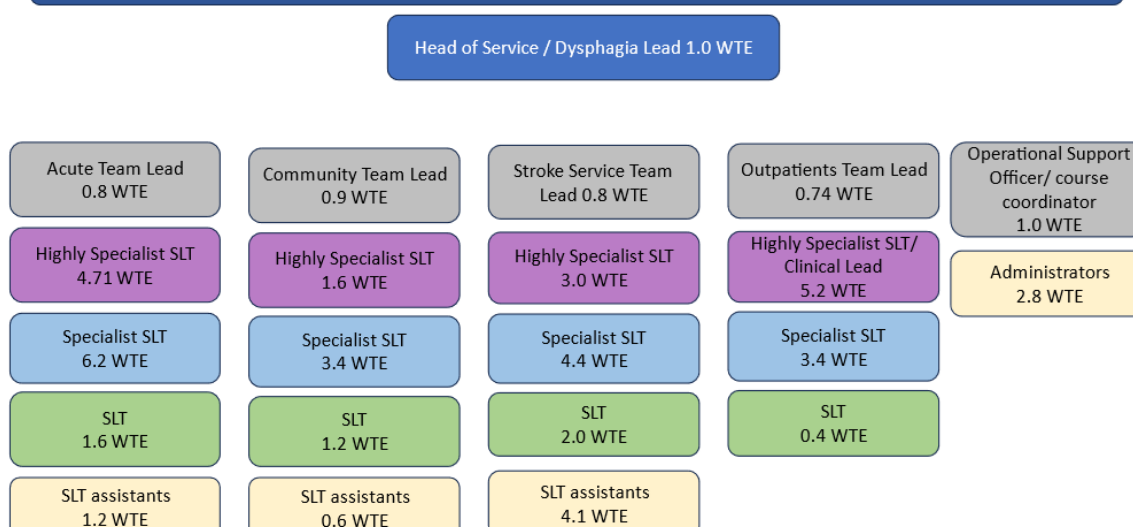
To provide secretarial and administrative support and to ensure effective and efficient maintenance of administrative systems and procedures required by the Speech and Language Therapy team employed by Sheffield Teaching Hospitals.

3. ROLE OF THE DEPARTMENT

To provide Speech & Language Therapy for people with communication and swallowing disorders.

4. DEPARTMENTAL/DIRECTORATE ORGANISATIONAL CHART

Speech & Language Therapy Structure April 2024



5. MAIN DUTIES AND RESPONSIBILITIES

To process referrals from Nursing / Medical Staff and other disciplines.

To register patient details on SystmOne for in/out patients relaying personal/medical details both in writing and verbally where appropriate to the therapist.

To have knowledge of Lorenzo/ Connect 24 (hospital sites only)

To deal with enquiries from other agencies including consultants, GPs, nursing homes, patients and relatives.

To maintain effective communication channels with all levels of internal and external staff including patients, relatives and institutions.

To liaise with other Speech & Language Therapy Departments throughout Sheffield and across the region, and with other Authorities, for example nursing homes and GP's.

To receive clients, including patients with communication disorders, to ensure that they are dealt with appropriately.

To demonstrate excellent communication skills and to demonstrate a tactful understanding manner when dealing with people attending with sensitive issues e.g. transgender patients.

To understand and maintain issues of confidentiality at all times.

To make telephone calls arranging appointments and or meetings with patients/carers and/or other staff, exercising judgment when dealing with patient inquiries, trying to analyse and resolve patient problems.

To acknowledge out-patient referrals, update waiting lists, send out appointment letters, liaise with other departments to arrange the collection and return of medical notes.

The ability to apply great concentration while working with frequent interruptions in the working day from therapists and other members of staff who require urgent information, equipment and assistance and phone calls from clients.

To prioritise the clerical workload including filing and record-keeping. To maintain accurate filing systems including photocopying and scanning documents.

To ensure that post is dealt with promptly and appropriately.

To provide an efficient advanced copy typing, and word processing service for several SLT's large quantities of work and to a high level of accuracy in respect of all types of documentation, using a VDU for long periods of the day.

To act as the first point of contact via telephone and face to face for the SLT team, with exposure to distressing circumstances or distressing clients e.g. dealing with difficult family situations, clients with speech & language difficulties, and with clients who have English as a second language – using complete confidentiality at all times.

To organise and manage own workload, working unsupervised, using own initiative and dealing with matters independently.

To be responsible for updating in-patient and out-patient data base; collecting, coding, checking patient information, including diagnosis etc. and inputting on the computer for use in statistics and audits, ensuring all contacts are completed before discharging patients.

To ensure admin/contact lists are regularly updated e.g. telephone numbers, email addresses and addresses of Speech & Language Therapy Departments in different regions.

To order and maintain stationery stock.

To organize specialist clinics e.g. videofluoroscopy, FEES, vocal hygiene groups, liaising with other departments as required,

To organise ambulances and interpreters for patients as and when required.

To work flexibly to support the needs of the department, including covering annual leave and sick leave of other staff.

To carry out individual obligations under the Health & Safety at Work Act and be aware of and comply with either Trust Legislations or policies.

6. **FINANCIAL MANAGEMENT RESPONSIBILITIES (including estimated size of budget)**
None

7. **HUMAN RESOURCES MANAGEMENT RESPONSIBILITIES (including numbers and grades of staff)**

None

8. **ASSET MANAGEMENT RESPONSIBILITIES (i.e. stock, equipment, buildings)**

None

9. **WORKING RELATIONSHIPS (please identify the main personnel with whom the post holder will be required to communicate with and advise internally and externally)**

Internal

SLT Teams
Directorate staff
Responsible to SLT Team Leader
Accountable to SLT Coordinator

External

As agreed with the Executive Director to include:
Other statutory and voluntary agencies and organisations within and beyond Sheffield
Teaching Hospitals NHS FT

Continue on a separate sheet if necessary

We are committed to our responsibilities under the Equality Act 2010 and encourage equal opportunities, diversity and flexibility within our workforce