

*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 (Education & Training Lead Role)

**Band:** 7

**Location / Work Base:** Various sites across Hertfordshire

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

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

### JOB PURPOSE SUMMARY:

The Children's Integrated Speech and Language Therapy Service for Hertfordshire Community NHS Trust is excited to offer this new collaborative role between local health and education agencies.

- As a highly specialist Speech and Language Therapist the postholder will have local operational responsibilities in the service area; contribute to leading the service offer and developing new models of practice for local children and young people (CYP) across Hertfordshire.
- Within mainstream schools and nurseries, secondary schools and further education settings

- The postholder will be supported by a senior staff team with operational and strategic responsibility for speech and language therapy provision to schools and working alongside a team of B7 Education Leads.
- The post holder will work closely with DSPL (Delivering Special Provision Locally) Leads in their assigned locality to ensure local needs of schools and CYP in the DSPL area are a key part of strategic planning
- The postholder will ensure that quality systems are in place within all mainstream settings in one locality team including monitoring and providing feedback to less experienced colleagues and providing specific clinical support as required.
- The postholder will provide a high quality specialist speech and language therapy service to children in a specified number of mainstream settings by working with key education staff to develop sustainable systems that support children and young people with a wide range of communication disorders as well as holistic communication environments that benefit all children and young people.
- The postholder will raise awareness of speech, language and communication development through training for parents, teachers, support staff and other multi-agency professionals across a wide cultural spectrum.

## **MAIN DUTIES and RESPONSIBILITIES:**

### **Key Working Relationships**

- Within a defined number of settings, the postholder will work closely with the SENCo and teaching staff to support children with a wide range of speech, language and communication needs. As well as working in very close collaboration with education colleagues, and DSPL Leads as a key member of the network of multi-agency services to children and young people in mainstream settings.
- The postholder will work in conjunction with SLT Clinical Quality Leads and will take responsibility for specific projects within the team.
- The postholder will provide specialist second opinions to more junior speech and language therapy team colleagues; to develop the skills and expertise of the SLT staff and the wider children's workforce through training and joint working. To supervise and allocate work to others in the SLT service as appropriate.
- To work closely with parents and carers ensuring that they are involved at each step and are well informed of their child's speech, language and communication needs and have strategies to support their child at home.

- To inform and consult with SLT Clinical Quality Leads, Operational Managers and Therapy Service Manager regarding potential pressures or developments that impact on the SLT service to children in mainstream settings.
- To work autonomously demonstrating effective management and leadership skills.
- To take responsibility for maintaining relationships with stakeholders and 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.

### **Clinical:**

- To manage a defined specialist caseload independently and in particular to improve the quality of transitions into and from settings (Nursery, Primary, Secondary and further education).
- To support community clinic colleagues with caseload work in holiday periods when schools and settings are closed.
- 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.
- To make highly specialist clinical decisions following assessment of more complex cases and to communicate these decisions to other professionals and workers the multi-agency team and the wider speech and Language Therapy team.
- To demonstrate skills in dealing with complex issues to generate appropriate strategies for caseload management.
- To be able to reflect on all aspects of the pupil's communication and to identify appropriate strategies to enhance communicative effectiveness.
- To provide highly specialist SLT input that takes into account a range of factors including evidence, best practice and views of the child and others involved with child as part of a child centred service delivery.
- To communicate complex and sensitive condition related information from assessment to clients, carers, families and members of the multi-disciplinary team/other professions.

- To write reports reflecting highly specialist knowledge including making referrals to other agencies.
- Evaluates outcomes and actively seeks service user feedback in area of specialism to contribute to service improvement.
- To promote and develop optimum communicative environments to include a range of augmentative and alternative communication strategies. This will involve specialist input into policy making within education settings.
- To adapt practice to meet individual families' circumstances, including due regard for cultural and linguistic differences and hard to reach families.
- To identify the needs of specific communities and co-ordinate innovative projects that involve leading and/or working with a range of other professionals.
- To maintain up to date, accurate and contemporaneous case notes in line with the HCPC professional guidelines and local Trust policies.
- To demonstrate empathy with clients, carers and families and colleagues, ensuring that effective communication is achieved, particularly where barriers to understanding exist e.g.: English not being the language spoken at home, clients with severe communication difficulties.
- To provide training to parents/carers, teaching staff and other professional colleagues as appropriate, e.g.: Learning Support Staff, adapting training so that it meets the needs of course participants.
- To advise the wider SLT team on all aspects of communication pertaining to mainstream and nursery pupils.
- To provide advice to non-specialists and other specialists/ professionals within the clinical field of mainstream settings and nurseries.
- Investigates and responds to formal and informal complaints according to HCT policy, working in conjunction with Line Manager, and shares learning with service.
- 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 Safeguarding Children Procedures, including the provision of assessments, reports and attendance at case conferences.

## **Operational**

- To be accountable for own professional actions and recognise own professional boundaries, seeking advice as appropriate.
- To work within and promote adherence to service and national protocols / policies (e.g., SEN Code of Practice) and professional code of conduct.
- Positively participates in and promotes Clinical Governance, thus ensuring the highest quality of practice is maintained, within the service.
- To 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.
- To reflect on all aspects of clinical practice with peers and during clinical supervision and identify own strengths and development needs.
- To attend relevant training and development in order to work towards maintaining and further developing specialist skills and knowledge required to work in education settings.
- To maintain up to date HCPC and RCSLT registration by participation in relevant training, specialist short courses, Clinical Excellence Networks, research and additional study, and to regularly access appropriate literature.
- To assist with the identification of training needs within the team.
- 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**

- To participate in the development of a way of working that promotes and encourages child and parental involvement.
- Works together with local multi professional/multi agency teams in promoting health, well being and development of children and young people.
- Demonstrate advanced skills in dealing with complex issues to generate appropriate strategies for caseload management.
- Communicate difficult or sometimes distressing information effectively on some occasions, to clients, families and team members.
- Demonstrate advanced communication skills with all team members and stakeholders.
- Able to adapt own clinical practice according to the needs of children and young people.
- Maintain a high standard of both written and computerised documentation within agreed guidelines. Ensure that team members have a clear understanding of HCT record keeping policy.
- Follow HCT and Hertfordshire Child Protection Procedures, including the provision of assessments, reports and attendance at case conferences.
- Actively participate in clinical audit, taking the lead as appropriate.

### **Strategic Management**

- Uses highly specialist skills to participate and contribute to team planning meetings both within specific clinical area and as part of multiagency team.
- Contributes to the development of care protocols for area of own speciality in conjunction with team.
- Participates in professional working parties addressing the needs of a variety of diagnosis groups as requested by Clinical Quality leads/Operational managers.

- Investigate and respond to formal and informal complaints according to HCT policy, working in conjunction with Line Manager, and participate in peer support and shared learning with other team members.
- Ensure data is collected and reported to the operational manager/Clinical Quality lead as requested within agreed timeframe such as CQC evidence, patient experience feedback, outcomes etc.
- Positively participates in and promotes Clinical Governance, thus ensuring the highest quality of practice is maintained, within the service.
- Demonstrate the use of evidence-based practice and participation in clinical audit.
- Assess, report and manage any risk, clinical and non-clinical in line with Risk Management Policy.
- Maintain confidentiality and manage information sensitively within Information Governance Framework.

### **Service Development and Improvement**

- To maintain up-to-date knowledge of international research developments in the area of mainstream schools and education settings; to interpret and to inform SLT service / policy developments as appropriate.
- To assume delegated tasks as requested by SLT Clinical Quality Leads and Therapy Service Manager, including participation in working groups, policy development groups.
- To develop care protocols/packages for children in mainstream schools and nurseries in liaison with Highly Specialist Clinical Leads e.g. DLD leads, ASD leads.
- 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.



## **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> <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</li> </ul>

	<p>of all age ranges e.g. challenging behaviours.</p> <ul style="list-style-type: none"> <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> <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 is committed to eliminate racism, sexism and forms of discrimination. The Trust will not discriminate on grounds of age, colour, disability, ethnic origin, gender, gender reassignment, culture, health status, marital status, social or economic status, nationality or national origins, race, religious beliefs, or non-beliefs, responsibility for dependants, sexuality, trade union membership or hours of work. It is required of all employees to uphold this policy in the course of their employment with the Trust and whilst undertaking their duties.

**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.