

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Job Description

Job Details

Title: Speech & Language Therapy Assistant

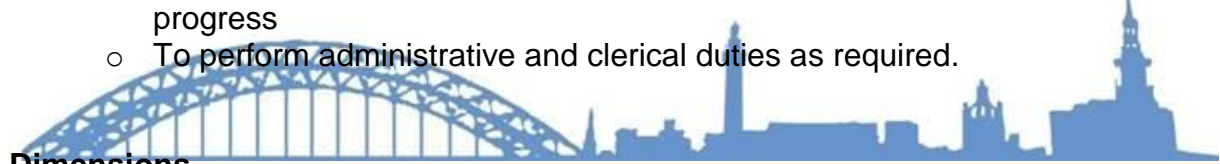
Band: 3

Directorate: ENT, Plastics, Ophthalmology and Dermatology (ePOD)

Department: Speech, Voice & Swallowing, Freeman Hospital

Job Summary

- To assist highly specialist speech and language therapist in providing a quality service for patients. This essentially includes:
 - To assist in clinical procedures, within competence, with specialist SLT staff.
 - To be responsible for stock maintenance and ordering of equipment
 - To implement speech therapy designed treatment programmes, making modifications within programmes to suit patient circumstances and progress
 - To perform administrative and clerical duties as required.



Dimensions

- The Speech and Language Therapy service for ENT /Voice covers in-patients and out-patients and is based at the Freeman Hospital.
- The service covers a wide range of voice, airway and swallowing disorders including head and neck cancer and benign voice disorders. .

Organisational Arrangements

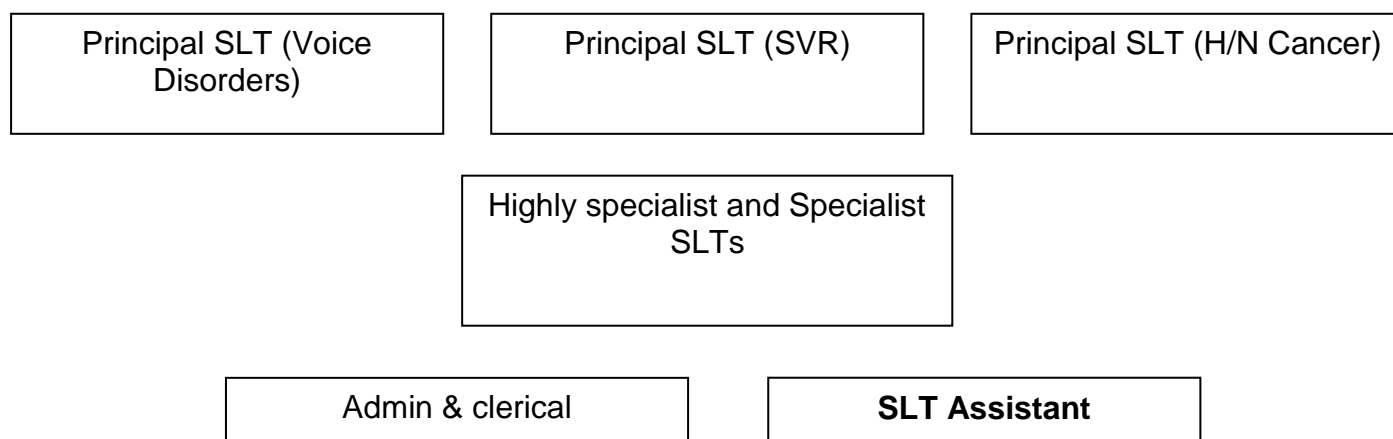
Responsible to: Head of Service, ENT Speech and Language therapy

Accountable to: Head of Service, ENT Speech and Language therapy

Permanent staff structure is shown below.

At any one time a number of research fellows and honorary clinical fellows may provide additional staffing into the department. These will be day-to-day managed and mentored by the specific specialist/principal SLT as appropriate.

Head of Service, ENT Speech
and Language therapy



Knowledge, training and experience

- NVQ Level 3.
- Understanding of range of clinical procedures requiring theoretical and practical knowledge (including SVR care).
- To attend relevant training and development in order to maintain and develop skills and knowledge required (as agreed with head of department)
- To participate in Individual Performance Review ensuring that the objectives set reflect the Service and Trust plans.
- To demonstrate knowledge of, and adherence to local clinical guidelines
- To participate in resuscitation/emergency procedures as appropriate.

Skills



Communication and relationship skills

- To contribute to the SLT clinical team.
- To provide and receive complex and sensitive information requiring tact and discretion
- To form productive therapeutic relationships with patients and others who may be under stress and/or have challenging communication difficulties
- To encourage and maintain effective communication with patients, relatives and members of the multidisciplinary team.
- To assist in motivating patients to comply with therapy
- To communicate with patients who are themselves severely communicatively impaired (i.e. SVR, Servox, dysarthria)

Analytical and judgmental skills

- To monitor and modify a prescribed treatment plan to meet individual patient circumstances
- To activate review of a patient's treatment plan with the specialist SLT clinician where it may be inappropriate or incomplete
- To recognise potential breakdown and conflict in patient management and to inform SLT clinician responsible for the case
- To make judgements involving a range of facts and/or situations requiring analysis

Planning and organisational skills

- To manage own daily workload independently
- To perform office duties such as: answering telephone calls and bleeps, organising patient appointment and discharge arrangements.
- Plans and organises prescribed activities including individual and group activities

Physical skills

- To demonstrate good communication skills (i.e. listening and explaining) with patients who are themselves communicatively impaired
- To demonstrate skills in handling patients with disabilities and specialised needs (i.e. tracheostomy, cognitive and communication impairment)
- To demonstrate precise manual and visual skills in aspects of surgical voice restoration prosthesis fitment and maintenance
- To demonstrate competent computer and keyboard skills

Key Result Areas

Patient/client care

- To assist SLT staff in surgical voice restoration (SVR) and endoscopy clinics as required.
- To implement treatment programmes designed by specialist speech therapists, making modifications within programmes to suit patient circumstances and progress
- To adapt practice to meet individual patients' circumstances
- To work independently on day-to-day basis (not requiring constant supervision) working on treatment programmes as described above.
- To assist in clinical procedures, within competence, with professional SLT staff.

Policy/service development/implementation

- To follow policies and be involved in policy development for department
- To advise head of department/other SLT staff on issues of service delivery including shortfall, service pressures, service developments etc.
- To make suggestions to improve service delivery/efficiency (e.g. infection control, information management)

Financial and physical resources

- To be responsible for stock maintenance and ordering of equipment for SVR clinic
- To be responsible for the stock maintenance and monitoring of the communication aids provision for laryngectomy patients.
- To be responsible for the security, care and maintenance of highly specialised equipment (i.e. endoscopes, TE speaking valves) ensuring standards of infection control and safety are maintained – including equipment loaned to clients

Human resources

- In conjunction with specialist SLT staff, to help deliver core training to others (i.e. community nursing staff, patient carers) on aspects of SVR and laryngectomy management
- To help with student placements

Information resources

- Collates assessment results and reports, filing / photocopying correspondence for clinical notes. Assists in patient video and audio recordings as appropriate

- Records observations of patient interaction in conjunction with SLT colleagues.
- Records changes to the above following further observations / review appointments etc.
- Develops and maintains patient information leaflets and handouts (as directed by SLT specialist staff).
- Shares information with other colleagues ensuring data confidentiality issues
- Gathers and updates activity data accurately and regularly

Research and development

- To collect data on patient management for departmental research projects as required
- To undertake surveys and audit as part of own work

Freedom to Act

- Guided by standard operating procedures
- To act independently and to use own initiative within the remit of the job but supervision is always available

Effort and Environment

Physical effort

- To have due regard for your own personal safety and that of patient/carers
- To chaperone patients as required (including the moving and handling of patients).
- Adherence to patient moving and handling regulations
- To ensure the safe positioning of self and others for a variety of assessment procedures
- Standing or sitting for up to 1 hour at a time for detailed patient assessment or treatment

Mental effort

- To maintain concentration in allocated aspects of patient management for prolonged periods.
- To be flexible to the demands of the environment including unpredictable work patterns, deadlines and frequent interruptions
- To maintain concentration for all administrative and clerical activities

Emotional effort

- To maintain sensitivity at all times to the emotional needs patients and their carers
- Frequent exposure to distressing and sensitive emotional circumstances

Working conditions

- To work within infection control and health and safety guidelines in order to deal appropriately with unpleasant conditions related to client contact as they arise: for example exposure to body fluids, infectious conditions, encountered on a regular basis
- To be responsible for the implementation of appropriate risk management

procedures in the clinical environment.

Any other duties commensurate with the post. This job description gives a general outline of the post and is not intended to be inflexible or a final list of duties. It may therefore be amended from time to time in consultation with the post holder.

Terms and Conditions of Service

This appointment is subject to the terms and conditions of employment of the Newcastle upon Tyne Hospitals NHS Foundation Trust.

Health and Safety at Work Act

- The post holder must be aware of the responsibilities placed upon them under the Health and Safety Act 1974 to ensure that agreed procedures are carried out and that a safe working environment is maintained for patients, visitors and employees.

Signed

Date

Post holder

Head of department



The Newcastle upon Tyne Hospitals NHS Foundation Trust

Person Specification

Title: Speech & Language Therapy Assistant

Band: 3

Directorate: Otolaryngology Head & Neck Surgery

Department: Speech, Voice & Swallowing

	ESSENTIAL	DESIRABLE	ASSESSMENT
SKILLS / KNOWLEDGE	<ul style="list-style-type: none"> ▪ Excellent communication skills ▪ Reflective practice skills. ▪ Excellent organisational skills. ▪ Prioritisation skills. ▪ Excellent computer skills 	<ul style="list-style-type: none"> ▪ General speech, swallowing knowledge ▪ General knowledge of communication disorders in adults 	
EXPERIENCE	<ul style="list-style-type: none"> ▪ Relevant experience in dealing with communication impaired adult patients ▪ Experience of delivering work/programmes devised by other professionals. ▪ Breadth of knowledge of health care system / workings 	<ul style="list-style-type: none"> ▪ General ENT experience ▪ General Head and Neck Cancer experience. ▪ Experience working with disabled, highly distressed people or people with cancer. ▪ Experience of working in multidisciplinary teams 	
QUALIFICATIONS	<ul style="list-style-type: none"> ▪ NVQ 3 or equivalent 		
CORE BEHAVIOURS	<ul style="list-style-type: none"> ▪ Alignment to Trust Values and Core Behaviours 		
PERSONALITY/ DISPOSITION	<ul style="list-style-type: none"> ▪ Excellent interpersonal skills. ▪ Good team member. ▪ Empathetic listener. ▪ Professional attitude to work. ▪ Enthusiastic and interested ▪ Self motivated 		

Candidate:

Signed by:

Designation:

Date: