

JOB DESCRIPTION

1. JOB DETAILS

Job Title:	Specialist Speech & Language Therapist – Rotational (Fixed Term – Maternity cover)
Band:	6
Base	Royal Surrey County Hospital
Department / Portfolio	Speech & Language Therapy, Therapies, Diagnostics and Clinical Support Services
Reports to:	SLT Operational Manager via Team Lead SLT
Accountable for	Band 5 SLT on rotation and students

2. JOB PURPOSE

To provide a specialist speech and language therapy service to patients with a range of complex communication and swallowing disorders. Depending on the rotation, this will include:

- Stroke and neurology patients on Wisley ward at the RSCH.
- Patients within the Intensive Care Unit at RSCH, including management of patients with tracheostomy and ventilator needs.
- Patients on the Acute Medical wards at RSCH.
- Patients undergoing treatment for Head and Neck cancer within the Royal Surrey Foundation Trust and wider Cancer Network. This includes patients undergoing surgical/oncological treatment under the Maxillofacial, Ear Nose and Throat (ENT) and Acute Clinical Oncology (Chemo-Radiotherapy) care pathways. As well as providing ongoing rehabilitation and support for patients in the post-acute phase of treatment as part of the MARS (Macmillan Assessment and Rehabilitation Service) team.

2.1 JOB SUMMARY

- To work with MDT colleagues to provide a holistic, timely, and proactive specialist service to patients including assessment, diagnosis, therapeutic intervention and evaluation of outcomes.
- To manage and prioritise own caseload including patients with acquired communication / swallowing difficulties or receiving end of life care, incorporating clinical assessment, therapeutic intervention and onward referral where required.
- To provide teaching and training (formal and informal) to junior colleagues and members of the Multi-Disciplinary team including Basic Swallow Screen Testing (BSST) for nurses with support from the BSST lead SLT.
- To provide second opinion, specialist clinical support and advice to less experienced colleagues including newly qualified Therapists.
- To provide induction, mentoring and clinical supervision (including appraisal) for band 5 SLT (in conjunction with other band 6 colleagues and supported by the Team Lead SLT).
- To contribute to a Surgical Voice Restoration service for patients with laryngectomy, dependent of level of competence.
- To assist in the co-ordination of onward referrals into the Macmillan Aftercare Rehabilitation Service (MARS) across the satellite centers.



- To provide specialist input to patients dependent on ventilators or tracheostomies, within scope of competence and seeking support where necessary.
- To attend multi-disciplinary team meetings and contribute SLT findings.
- To provide a FEES / Videofluoroscopy service dependent on experience and level of competence.
- To demonstrate defined clinical outcomes including patient satisfaction, admission avoidance and achievement of patient led goals.
- To represent the SLT team at relevant patient or Trust meetings.
- To monitor referral guidelines, patient pathways, outcome measures and evidence based practice to maximise the patient experience.
- To contribute to service development opportunities.

3. KEY RESULT AREAS/MAIN DUTIES AND RESPONSIBILITIES:

3.1 Patient care

- To ensure that patients are involved in the planning and prioritisation of their care plans wherever possible, that goals are patient focused and measurable against outcomes.
- To provide advice to others regarding the management and care of patients with complex communication and/or feeding and swallowing difficulties including reports, liaison and telephone contact.
- To demonstrate clinical effectiveness by use of evidence-based practice and outcome measures.
- To negotiate with others around case management, including onward referral to other professionals as appropriate.
- To adapt practice to meet individual patient's circumstances, including due regard for cultural and linguistic differences.
- To demonstrate skills in dealing with complex issues.
- To monitor clinic lists and highlight patients in need of SLT intervention, ensuring appropriate strategies for prioritisation of caseload are utilised.
- To maintain up-to-date and accurate case notes in line with RCSLT Professional standards and local Trust policies.
- To record patient activity using Surrey Safe Care and complete data requirements for department service monitoring and SSNAP as required.
- To undertake inpatient and outpatient Fiberoptic Endoscopic Evaluation of Swallow (FEES) and videofluoroscopic studies of swallowing where clinically indicated, and within the scope of competency seeking support where necessary.
- To attend designated consultant outpatient clinics and host ad hoc outpatient appointments as required. In exceptional circumstances, home visits will be undertaken if other duties are not compromised by the time commitment involved.
- To report adverse clinical incidents and near misses via Datix where appropriate and discuss pertinent issues regarding incidents with others involved.
- Ensure that patients give informed consent prior to treatment, working within the legal framework with patients who lack the capacity to give valid consent.
- To promote advanced communication skills, demonstrating skilled ability to empathise, negotiate and motivate patients and staff.
- To develop skills in managing patients with physical disabilities or challenging behaviours.
- To work within Infection Control and Health & Safety guidelines with reference to exposure to body fluids, Personal Protective Equipment and Waste Disposal.
- To be responsible for the security, care and maintenance of equipment ensuring standards of infection and safety are maintained – including resources loaned to patients.
- To be flexible to the demands of the service including unpredictable work patterns, meeting deadlines and frequent interruptions.



- To monitor stock levels in own service area and discuss the ordering of equipment with team lead.
- To establish and review a core supply of relevant resources for patients and carers including patient information leaflets on a range of related topics.

3.2 Communication and Relationship Skills

- To communicate complex condition-related information from assessment to patients, carers, families and members of the MDT/other professionals.
- To contribute to clinical teams (including consultant led MDT) by discussing own and others input around patients' needs ensuring a well-coordinated care plan/pathway.
- To work closely with patients, carers and families, agreeing decision-making relevant to the patient's management in conjunction with the MDT.
- To demonstrate empathy with patients, carers, families and colleagues, ensuring that effective communication is achieved, particularly where barriers to understanding exist.
- To write reports reflecting specialist knowledge.
- To employ negotiation skills in the management of conflict with different people and across a range of situations.
- To deal with initial complaints sensitively, avoiding escalation where possible.
- To form productive relationships with others who may be under stress and/or have challenging communication difficulties.
- To employ excellent communication skills, non-verbal, verbal and written.
- To employ excellent presentation skills to a broad range of audiences, including other professionals and service users.

3.3 Policy/Service Development/Implementation

- To monitor changing demands and pressures on the service and escalate concerns (e.g. shortfall, service pressures etc.) to the Team Lead.
- To record non-contact data and assist with highlighting trends.
- To participate in service improvement including revision of documentation, conducting audit and use of EBP.
- To assume delegated tasks as requested by the Team Lead, including working groups, within field of knowledge.
- To be aware of, adhere to and implement service and team plans/policies.
- To attend and contribute to departmental and relevant MDT meetings.
- To contribute to interagency/MDT building and policy development.

3.4 Knowledge, Training and Experience

- To demonstrate specialist knowledge in patient management underpinned by current EBP.
- To manage own caseload independently.
- To adhere to Trust policy and procedures related to job role.
- To identify personal/professional development evidenced by Personal Development Plan developed within a Personal Development Review (PDR), ensuring the objectives set reflect the service and Trust plans / values.
- To attend relevant statutory and mandatory and specialist training in order to maintain and develop skills and knowledge required for the post.
- To demonstrate knowledge of, and adherence to RCSLT professional and clinical, and National and Local Clinical Guidelines from relevant bodies.
- Maintain up-to-date HCPC and RCSLT registration including completion of online Continuing Professional Development (CPD) diary.
- To keep up-to-date with new techniques and developments for the promotion and maintenance of good practice in the management of acquired swallowing and communication disorders.
- To provide advice to non-specialists and other specialists/Professionals within clinical field.



- To participate in the development and implementation of local and national clinical guidelines.
- To develop a working knowledge of relevant procedures including Working with Vulnerable Adults, Mental Capacity Act, and other clinical frameworks.
- To develop a working knowledge of the principles of Clinical and Information Governance and their application to professional practice.
- To identify training needs within the MDT and develop appropriate training packages with SLT colleagues and other members of the MDT, to reflect on and evaluate training provided.
- To undertake FEES and videofluoroscopic studies of swallowing including interpretation of results and formulation of subsequent management plan, within the scope of competency seeking support where necessary.
- To undertake communication and swallow assessment / management of tracheostomised patients within the scope of competency seeking support where necessary.
- To undertake Surgical Voice Restoration (SVR) valve changes

3.5 Analytical and Judgement Skills

- To demonstrate the ability to reflect on auditory, visual and kinaesthetic aspects of patient's communication and to identify appropriate strategies to facilitate and enhance communicative effectiveness.
- To negotiate with carers, patients and others around individual patient management.
- To recognise potential breakdown and conflict when it occurs, seeking advice and support to resolve where required.
- To use specialist knowledge to inform sound clinical judgements/decision-making for patient management, recognising when to ask for senior support.
- To make a differential diagnosis for patients with acquired disorders of communication and/or swallowing on the basis of evidence from assessment, seeking advice as appropriate.
- To develop clear care plans and patient led goals/objectives based on assessment findings and EBP.
- To demonstrate the ability to reflect on practice with peers and senior colleagues to identify own strengths and development needs.
- To demonstrate the ability to target training (formal and informal) appropriately to the needs of course participants, to reflect on and evaluate training provided.
- To adapt practice to meet individual patient's circumstances.
- To understand scope of competence and seek timely support from senior team where required.

3.6 Planning and Organisational Skills

- To manage and prioritise own caseload independently whilst coordinating care with the wider MDT.
- To manage and prioritise own workload independently including travelling between various wards / sites.

3.7 Physical Skills

- To demonstrate highly developed auditory and perceptual skills in the assessment, diagnosis, treatment and evaluation of patients.
- To demonstrate skills in handling patients with physical and sensory disabilities or challenging behaviours.
- To provide specialist clinical/technical skills for interpretative assessment techniques and interventions, including FEES, videofluoroscopy, and tracheostomy management.



- To use highly developed auditory perceptual skills in the interpretation of cervical auscultation during swallowing assessment.

4. KEY WORKING RELATIONSHIPS AND COMMUNICATION

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Head of Dietetics and SLT • SLT Operational Manager • Ward staff • MDT colleagues • SLT colleagues • Working groups 	<ul style="list-style-type: none"> • Relatives, families, carers • SLT services at neighbouring Trusts • Staff at other network localities • Organisations providing on-going therapy input e.g. community SLT services, voluntary or charitable organisations such as Macmillan or the Stroke Association, Hospice staff, training organisations etc. • General Practitioners/Primary Care staff • External partners e.g. universities / placement coordinators • Clinical Excellence Networks

5. DEPARTMENT CHART OR REPORTING STRUCTURE OF THE POST:



6. OTHER RESPONSIBILITIES

Management

- To provide induction, supervision and mentoring for band 5 SLTs and students, escalating concerns to the Team Lead/SLT Operational Manager. Assessing staff performance against agreed performance standards/objectives and/or competencies at least annually and develop meaningful and achievable personal development plans and objectives.
- To be responsible for the self-development of skills and competencies through participation in learning and development activities, and to maintain up to date technical and professional knowledge relevant to the post.
- To take on responsibility coordinating / contributing to student placements.

Finance

You are required to comply with the Trust Standard of Business Conduct policy and the NHS Codes of Conduct and Standards of Business Conduct for NHS Staff and you are required to declare all situations where you (or a close relative or associate) have a controlling



interest in a business (such as a private company, public organisation, other NHS organisation or voluntary organisation) or in any other activity which may compete for an NHS contract to supply goods or service to the Trust.

Confidentiality

- All employees must respect and protect the confidentiality of matters relating to patients or other members of staff and must comply with the requirements of the Data Protection Legislation. This means that the protection of personal data in any form of media (e.g. system, paper, word of mouth by any means that personal information can be processed) is a requirement by law. Any member of staff found to have permitted unauthorised disclosure of personal confidential and sensitive information and is found in breach of their duty of confidentiality could lead to disciplinary proceedings in accordance with the trust's disciplinary policy. No confidential information must be accessed, read, discussed, or disclosed unless it is necessary in the pursuance of the legitimate duties of their role.

Equal Opportunities

- The Royal Surrey is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. A copy of Equality and Diversity Policy and our Single Equality and Diversity Scheme are available from the Human Resource department or on the internet/intranet.
- Staff must ensure that they treat members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

Corporate Governance

- The Trust, as a public organisation, is committed to acting with honesty, with integrity and in an open way. The Trust Board of Directors is responsible for ensuring that Trust services are managed in this way. We are working together to achieve the highest levels of compliance with the risk management standards promoted through the NHS Executive's Controls Assurance programme and the Clinical Negligence Scheme for Trust (CNST). All of us are expected to become familiar with these standards as they relate to our work and further details are available from your manager.
- One of the controls assurance standards relates to Health & Safety. Under the Health & Safety at Work Act 1974, all of us have a duty:
 - To take reasonable care of ourselves and others at work;
 - To co-operate in meeting the requirements of the law.
- All staff must have an understanding of the Trust's Health and Safety policy and be aware of the responsibilities associated with this.
- All staff must adhere to the Trust's Infection Control Policies and maintain the standards laid down in those policies, complying with dress codes and hygiene codes in all clinical areas.

Further details are available from the Trust's Health & Safety Advisors.

Safeguarding



**WORLD CLASS CARE
FOR OUR COMMUNITY**

Royal Surrey NHS Foundation Trust has a safeguarding policy for both adults and children and is committed to the protection of children, young people and adults. The Trust acknowledges that, due to the nature of hospitals, many people who would not normally be considered vulnerable can be in a position where they lack capacity or have reduced control. It also recognises that abuse of vulnerable adults/children can occur within domestic, institutional and public settings, and as such we have a responsibility to protect patients and associated dependents within our care. All employees have a responsibility to meet the statutory requirements to safeguard and promote the welfare of both children and adults to ensure that they come to no harm and to raise any concerns regarding safeguarding. All employees would be fully supported in raising any safeguarding concerns. All employees must be aware of Trust policies in relation to safeguarding and must adhere to them at all times.

Infection Control

Infection Prevention and Control is the responsibility of all Trust staff.

All staff have a responsibility to protect service users, visitors and employees against the risk of acquiring health care associated infections by consistently observing Trust Infection Prevention and Control Policies and procedures and best practice guidance in order to maintain high standards of Infection Prevention and Control.

Our vision, mission and values

The Trust undertook a listening exercise with its staff which has formed our vision, mission and values. We are currently working with staff to define our new behaviours which will become part of everything we do.

Our Mission

Together we deliver compassionate, safe care every day.

Our Vision

To provide nationally celebrated, community focused health and care.

Our values are:

- **Continuously improving**
Continuously improving is not just a value.
It's what unlocks our innovation.
- **Excelling together**
Excelling together is not just a value.
It's what we do every day.
- **Caring together**
Caring together is not just a value.
It's what sets our Royal Surrey family apart.
- **Learning together**
Learning together is not just a value.
It's what keeps our services safe.

7. RIDER CLAUSE



This is an outline of duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Trust and Division.

Signed (Employee):----- Date:-----

Print name (Employee):-----

Royal Surrey NHS Foundation Trust aims to ensure that no job applicant or employee is unfairly disadvantaged on the grounds of race, colour, nationality, ethnic origin, age, disability, sex, sexual orientation, marital status/civil partnership, religion/belief or trade union status.



PERSON SPECIFICATION

POST: Specialist Speech & Language Therapist – Rotational BAND: 6

*Assessment will take place with reference to the following information

A=Application form

I=Interview

T=Test

C=Certificate

Area	Essential	Desirable	Assessment
Values and Behaviours			
Demonstrable commitment to and focus on quality, promotes high standards to consistently improve patient outcomes	✓		A/I
Demonstrable skill to work together to serve our community through delivering safe and excellent clinical care	✓		A/I
Value diversity and difference, operates with integrity and openness	✓		A/I
Treating others with compassion, empathy and respect	✓		A/I
Share information openly and effectively with patients, staff and relatives	✓		A/I
Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others	✓		A/I
Uses evidence to make improvements, increase efficiencies and seeks out innovation	✓		A/I
Actively develops themselves and others	✓		A/I
Qualifications			
Recognised Speech & Language Therapy Degree	✓		A/I
Health and Care Professional Council – License to Practice	✓		A/I
Registered Member of the Royal College of Speech and Language Therapists (RCSLT)	✓		A/I
Evidence of successful completion of specialist short courses	✓		A/I
Evidence of successful completion of post-graduate dysphagia competencies	✓		A/I
Evidence of successful completion of post-graduate training in SVR		✓	A/I
Full driving licence		✓	A/I
Knowledge and Experience			
Recent experience managing patients with complex communication and dysphagia needs in an acute setting	✓		A/I
Knowledge and use of patient-centred outcome measures	✓		A/I
Supervision and line management of band 5 SLT and SLT students		✓	A/I
Contribution to audit & Service planning / development	✓		A/I
Research awareness or contribution to research	✓		A/I
Knowledge and experience of other clinical specialties/professionals	✓		A/I
Experience of videofluoroscopy including interpretation of results		✓	A/I
Experience of Fiberoptic Endoscopic Evaluation of Swallow (FEES) including interpretation of results		✓	A/I
Experience of managing tracheostomised patients		✓	A/I
Experience of managing communication and swallowing in patients undergoing chemoradiotherapy for head & neck oncology		✓	A/I
Experience of managing communication and swallowing in post-surgical head & neck oncology patients		✓	A/I

Knowledge of national and local policies / procedures relevant for the post	✓		A/I
Knowledge of assessment tools and treatment techniques relevant to acquired communication / dysphagia needs in each rotation	✓		A/I
Member of relevant Clinical Excellence Network		✓	A/I
Understanding of the principles of Clinical Governance/audit	✓		A/I
Knowledge of standards of record keeping and Information Governance	✓		A/I
Skills and Capabilities			
Able to manage and prioritise own caseload / workload effectively and be able to direct activities of less experienced team members	✓		A/I
Demonstrates ability to work confidently within a team and as part of MDT	✓		A/I
Excellent interpersonal skills – including observation, listening, empathy and communication	✓		A/I
Negotiation and problem solving skills and ability to influence MDT decisions for the benefit of patients	✓		A/I
Ability to negotiate on difficult and controversial issues including performance and change	✓		A/I
Demonstrates good analytical, concentration and reflection skills	✓		A/I
Good presentation and teaching skills to a wide, varied audience	✓		A/I
Good auditory discrimination skills and ability to transcribe speech phonetically	✓		A/I
Good organisational and prioritisation skills and ability to respond to unexpected demands	✓		A/I
Ability to make decisions autonomously when required, on difficult issues, working to tight and often changing timescales	✓		A/I
Demonstrates ability to be a good team member	✓		A/I
Word processing and computer skills including literature searches and database management	✓		A/I
Personal Attributes			
Motivated, enthusiastic and innovative team member	✓		A/I
Flexible and creative approach to working	✓		A/I
Confident in a multi-professional team setting	✓		A/I
Willing to engage with and learn from peers, other professionals and colleagues in the desire to provide or support the most appropriate interventions	✓		A/I
Influencer and networker	✓		A/I
Professional calm and efficient manner	✓		A/I
Demonstrates a strong desire to improve performance and make a difference by focusing on goals	✓		A/I
Attention to detail, an effective organiser	✓		A/I
Adaptability, flexibility and ability to cope with uncertainty	✓		A/I
Highly motivated with ability to influence and inspire others	✓		A/I
Ability to work independently	✓		A/I