

NHS Dumfries & Galloway
Job Description

Job Title: Children and Young People’s Speech and Language Therapy Support Worker, Women and Children’s Services
Bank Posts

Job Holder Reference: AHP004PHYCHz

No. of Job Holders: 2

Band: 3

Responsible To: Team Leader, Speech and Language Therapy, Women and Children’s Services

Section/Department/Directorate: Women and Children’s Services

JOB PURPOSE

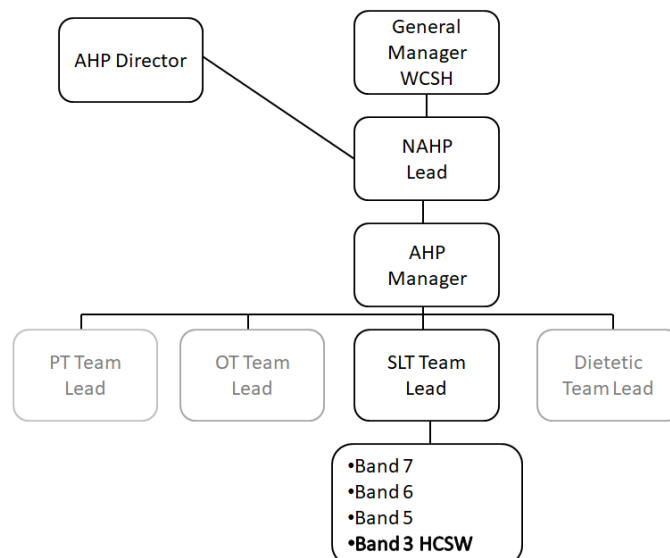
To provide skilled Speech and Language Therapy assistance across a range of clinical, non-clinical and administrative duties.

SCOPE AND RANGE

The postholder will provide a specialist paediatric Speech and Language Therapy support for children and young people aged 0 – 18 years in Dumfries and Galloway, in the form of clinical, non-clinical and administrative tasks. The postholder will provide assistance to the paediatric Speech and Language Therapists throughout Dumfries and Galloway.

The postholder will often work alone with advice available from a Speech and Language Therapist.

ORGANISATIONAL POSITION



MAIN DUTIES AND RESPONSIBILITIES

CLINICAL DUTIES

- Carries a clinic caseload of patients delegated by a Speech and Language Therapist, often working without direct supervision.
- Planning own weekly diary.
- Assists Speech and Language Therapist in implementing treatment programmes and plans and prioritises own caseload.
- Monitors patient's progress and reports any changes to the relevant Speech and Language Therapist, contributing to decisions with regards to a child's progress.
- Follows procedures and delegated treatment plans within defined parameters.
- Work in home, school community and other settings, on occasion, as a lone worker following the child's current treatment plan in accordance with professional and local service standards.
- Complete patient records and relevant paperwork on a daily basis.
- Supplies suitable aids / equipment to children in the community.
- Carries out and adapts group exercise programmes.
- Participates in departmental clinical audit.
- Maintain confidentiality of patient related information.

NON-CLINICAL DUTIES

- Undertakes daily administration duties to assist with the efficient running of the department.
- Arranges daily, appointments and patient transport.
- Deals with telephone enquiries.
- Registers patients on departmental referral systems (admin and clinical)
- Filing, photocopying, stocktaking, ordering supplies, stock maintenance requests.
- Assist manager with organisational and admin duties e.g. Collating activity data.
- Cleaning, checking safety and repairing aids and equipment daily and demonstrate this to other staff e.g. Domestic, nursing and care assistants.
- Maintaining database of equipment and maintain the equipment store.
- Use of appropriate software packages as required within role. These include but may not be limited to TOPAS, Pecos, Clinical Portal, Winscribe, Physio tools, Attend Anywhere
- Demonstrate own duties to other staff and monitor the standard of any delegated duties.

OTHER DUTIES

- Maintain accurate, comprehensive and up to date documentation and statistical data in line with legal, professional and departmental requirements.
- Comply with and implement organisational and departmental policies and procedures.
- Participate in staff appraisal scheme as appraisee - 6 monthly. Participate in mentoring system.
- Maintain Personal Development Plan and up to date clinical skills through training courses etc.
- Participate in Clinical Governance initiatives in accordance with local and national agendas and implement these into daily practice.
- Update knowledge and training through monthly in-service training, tutorials and external courses.

- Comply with Health and Safety regulations and other relevant legislation (including attendance at mandatory training sessions in line with organisations' training plan).
- Maintain confidentiality of patient related information.
- Undertake any other duties as directed by the other senior Speech and Language Therapists and the Team Leader.

6. SYSTEMS AND EQUIPMENT

Be responsible for the safe use and maintenance of Speech and Language Therapy equipment as follows.

Equipment used daily

- General Speech and Language Therapy equipment e.g. exercise equipment, walking aids and standing frames
- Electrotherapy equipment, (cleaning and arranging repairs).
- Moving and handling equipment and hoist maintenance.

Software Packages

- Intra/internet
- Use of appropriate software packages as required within role. These include but may not be limited to TOPAS, Pecos, Clinical Portal, Winscribe, Physio tools, Attend anywhere

Keeping Records

- Complete Patient records, for professional legal requirements and for audit use according to local and professional standards.
- Waiting lists data information for caseload management and staff activity and service provision produced monthly and other information for caseload management as required.
- Travel claims
- Study leave forms – follow appropriate systems to request study leave/travel claims
- Annual leave / Absence records.
- Diaries / Diary sheets, to ensure efficient staff activity and service provision used daily.
- Maintain CPD record/PDP
- Leaflets on the Speech and Language Therapy service and specific conditions
- Contribute to legal reports under supervision.
- Progress reports and discharge letters in conjunction with qualified staff
- Accident / incident forms.
- Follow Chartered Society of Speech and Language Therapy Standards of Practice and Guidelines as well as Departmental Guidelines for system processes
- Responsible for dealing with maintenance requests, stores ordering etc. and all associated paperwork

7. DECISIONS AND JUDGEMENTS

- Make minor adaptations to treatment programme (within agreed parameters) and report relevant changes to Speech and Language Therapist.
- Contribute to or represent the SLT team at multidisciplinary / uni-disciplinary discussions to plan patient care programmes.
- Work without direct supervision as deemed appropriate by Speech and Language Therapist in different environments including patients own homes, nurseries and

schools and other community venues with access available to Speech and Language Therapist at all times.

- Prioritise own workload.
- Order supplies timeously (and select most suitable product/supplier) liaising with the Team Leader who is the departmental signatory.
- Liaise with the Team Leader on operational issues.
- Initiate routine actions required by support services such as transport and maintenance e.g. arranging uplift and delivery of equipment cleaning of equipment. Ordering and checking equipment.
- Realise own limitations seeking help / advice as required to ensure safe and effective patient care at all times.

8. COMMUNICATIONS AND RELATIONSHIPS

- Empathise with, reassure and support children and their families during the treatment process.
- Use verbal and non verbal skills to communicate effectively with children, young people and their families including those with complex needs, cognitive impairment challenging behaviour or terminal illness etc. to gain consent, co-operation and to maximise potential.
- The postholder may have to occasionally deal with upset or distressed families by telephone and often non-physio related issues. These then have to be communicated to appropriate person.
- Within scope of practice provide clinical and other complex information to patients and their families / carers.

9. PHYSICAL DEMANDS OF THE JOB

All of the following physical demands are encountered / required routinely throughout the working day.

- The postholder requires dexterity, and co-ordination to manually handle and mobilise patients on a daily basis.
- Treatment involves a high degree of physical effort to facilitate patient's movement, often using manual rather than mechanical techniques. This involves adopting abnormal body postures, increasing risk of musculo-skeletal problems.
- Cleaning and maintaining large items of equipment on occasion
- Working in confined spaces e.g. on the floor, outdoors
- Working within patients homes, resulting in:-
Environmental issues – unpleasant conditions, dogs, occasionally lice, vermin.
Moving and handling problems – lack of space.
Violence and Aggression – Lone worker issues, Drug and Alcohol abuse
- Occasional exposure to bodily fluid and smells, e.g. sputum and vomit.
- Long periods of concentration daily for treatment and administration tasks.
- Travelling across the region
- Keyboard skills

10. MOST CHALLENGING PARTS OF THE JOB

- High percentage of patients with complex needs
- Dealing with the psychological and emotional aspects of patients suffering from
- long term debilitating illness or life limiting illness.
- Dealing with conflicting priorities and time demands due to the diverse nature of

- the post, involving a wide remit of clinical and non clinical duties.
- Maintaining up to date knowledge and skills across a range of conditions and treatment modalities and specialist knowledge of specific paediatric disorders.
- Support and motivate patients, particularly those with chronic, painful, progressive
- conditions.

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Mandatory induction standards for Healthcare Support Worker must be completed within specified timeframe of commencing post. Failure to complete the standards may result in poor performance measures or disciplinary action and could lead to your dismissal.
- Other mandatory training to be completed according to agreed organisational timescales
- Skills and competencies normally associated with an SVQ level 3/similar level of qualification or substantial experience working within a relevant field, preferably with children.
- Knowledge of relevant policies and procedures.
- Practical knowledge of a wide range of conditions and treatments likely to be encountered in community paediatric rehabilitation e.g. orthopaedic, neurological.
- Clinical Governance initiatives.
- Health and Safety policies, risk assessment and COSHH.
- Relevant software and manual record systems.
- Support Services e.g. maintenance.
- PVG
- Working knowledge of IT and willingness to develop appropriate competencies in IT packages used within the department
- Attendance at relevant in service training, courses
- Inspection and maintenance of therapy equipment.
- Driving Licence holder and ability to travel across the region

12. JOB DESCRIPTION AGREEMENT

Job Holder’s Signature:

Date:

Head of Department Signature:

Date:

**NHS DUMFRIES AND GALLOWAY
WOMEN AND CHILDRENS SERVICES
Speech and Language Therapy Support Worker
(BAND 3)
PERSON SPECIFICATION**

ESSENTIAL	DESIRABLE
<p><u>Qualifications and Education:</u> Standard Grade in English or equivalent</p> <p>Background training in childcare/child health or child development or other health, social or educational background.</p>	<p><u>Qualifications and Education:</u> Knowledge, skills and competencies normally associated with an SVQ level 3/similar level of qualification or working towards this or substantial experience working within a relevant field</p>
<p><u>Knowledge and Experience:</u></p> <ul style="list-style-type: none"> • Experience working with children/young people. • Experience of working as part of a multi-agency team and leading on particular aspects. • Understanding of the role of the Speech and Language Therapist in patient care. 	<p><u>Experience:</u></p> <ul style="list-style-type: none"> • Experience working with children/young people with additional support needs. • Experience working in a therapy environment • Awareness of the fundamental needs of children and families with or without special needs. • Awareness of relevant NHS and educational Policies eg. Additional Support for Learning, Getting it Right for Every Child.
<p><u>Skills and Abilities:</u></p> <ul style="list-style-type: none"> • Ability to communicate at varying levels – children, families and colleagues, written and verbal. • Ability to travel across the region in the course of the working day. • Ability to keep clear written records. • Ability to prioritise workload effectively. • Good organisational skills. • Good problem solving skills. • Ability to work as a team. • Positive attitude towards people with a disability. • Willingness to tackle difficult issues with support. • Good planning and decision making skills. • Ability to work under pressure. • Ability to develop and maintain effective working relationships with relevant stakeholders. • Competent in basic IT skills. 	<p><u>Skills and Abilities:</u></p> <ul style="list-style-type: none"> • Experience of working in an education or clinical setting • Creativity • Experience and confidence using a range of IT programmes.
<p><u>Personal Characteristics:</u></p> <ul style="list-style-type: none"> • Ability to maintain confidentiality. • Willingness to increase knowledge and understanding in relation to paediatric Speech and Language Therapy. • Ability to work on own initiative. • Ability to be flexible and adaptable. • Effective verbal and written communication skills. • Experience interacting with the general public • Willingness to seek clarification on unclear requests • Ability to travel across the region for work. 	<ul style="list-style-type: none"> • Experience of teaching practical skills to children

