

Job Description

Job Title:	Clinical Team Lead for the Community Adult Speech & Language Service
Band:	8a
Division:	Community Care
Job Evaluation Reference No:	1065/JE/19
Responsible to:	Allied Health Professionals Community Services
Responsible for:	Community Adult Speech & Language Service

Overview

The post holder will be committed to leading the Community Adult Speech & language Therapy Team, providing operational management and strategic direction to adults with disorders of communication and swallowing. They will contribute to the development of a high quality Adult Speech and Language Service through the Health Care Professionals Council (HCPC) and the professional body Royal College of Speech and language Therapists (RCSLT) clinical governance and guidelines.

This role will have a highly specialised clinical role within Speech & Language offering clinical expertise to a complex service user group. They will be an autonomous practitioner offer responsible for the assessment, diagnosing and management of adult patients referred with communication and/or swallowing disorders associated with neurological disorders, trauma, voice disorders and stammering. They will use evidence based/client centred principles to implement and evaluate Speech and language interventions.

The post holder will manage complex cases on the ITU ward and will advise professional colleagues.

The post holder will take a lead in specialist assessments such as Videofluoroscopy and support professional colleagues in the referral process for this service.

The post holder will assess for and advise on appropriate alternative and/argumentative communication involving both low and medium tech communication aids and refer appropriately for specialist assessment for high tech communication aids.

The post holder will advise professional colleagues and take a leading role in the management of the Speech and Language team offering supervision, appraisal and mentoring within this service.

The role is based in the DHSC Community Services but has in reach across all areas of the Island from Hospital inpatient and outpatient settings to domiciliary visits within Care Homes, Hospice and within the Service Users own home.

The post holder will represent their profession at planning, development and evaluation of clinical service meetings, ensuring effective feedback and liaison with regards to relevant issues/initiatives. They may deputise for the AHP Community Service Lead according to the service's needs.

CARE

In the DHSC we pride ourselves on being committed, appreciative, respectful and excellent. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos

Job Purpose

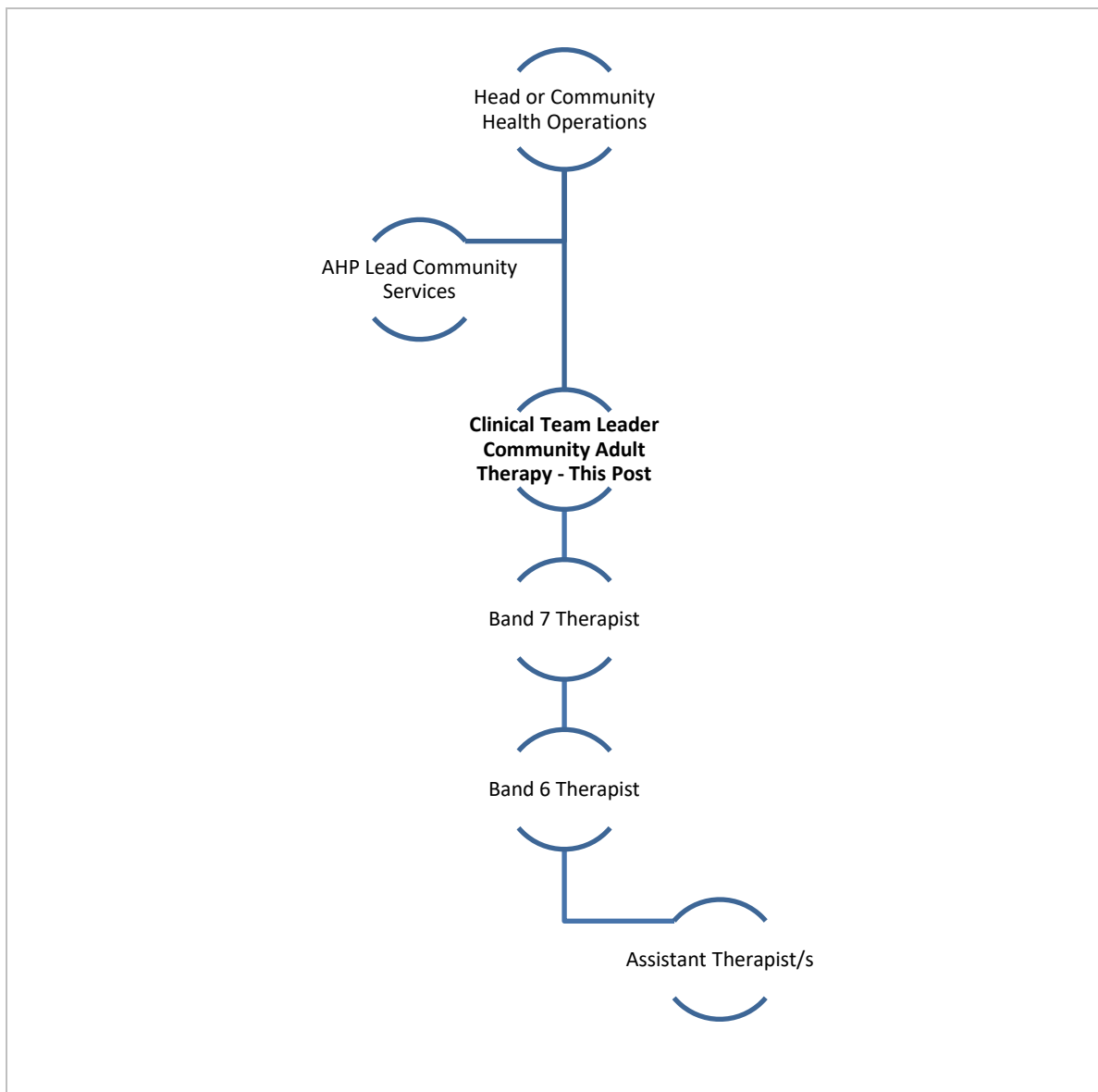
- To lead the Speech & Language Therapy Team, providing clinical expertise, operational management and strategic direction.
- Intervention includes assessment, differential diagnosis and therapy for individuals and groups.
- To contribute to the development of a high quality, accountable Speech and Language Service following HCPC principles, Royal College of Speech and Language guidelines, procedures and processes and national frameworks.
- Be responsible for organizing an equitable service for service users in the acute, rehabilitation and community settings. The post holder will devise and implement individual therapy plans that are evidenced based and evaluated via outcome measures.
- To benchmark, audit, analyze and standard set for the Speech and Language Therapy Service development to meet changing needs of the population. They will be able to identify gaps in the service and create business cases for service development to improve client care and access to Speech & Language Services for escalation to the AHP Community Service Lead
- Promote and facilitate the professional development of Speech and Language Therapy staff providing supervision and clinical mentorship; escalating identified training needs and clinical service development to ensure the service maintains a high standard of service delivery.
- To contribute to policy development and the development of clinical protocols.
- The post holder will be able to provide second opinions and specialist advice to other Speech and Language Therapists and other professionals.
- The post holder will be able to evaluate Speech and Language interventions whether this for individuals or groups and report on measurable outcomes and clinical effectiveness.
- Ensure all professional requirements are met.
- To provide assurance and governance.
- Work within set financial parameters.

Duties and Responsibilities

- To coordinate the Speech and language Service to adults with acquired communication and/or swallowing disorders. Provide clinical specialist skills and managerial leadership for this client group.
- To contribute to the development of service specifications for Adult Speech and Language Therapy Services and ongoing reviews.
- To provide clear, consistent and decisive leadership, supervision, mentorship, professional consultation, guidance and advice to the Adult Speech and Language Therapy Team. Undertake appraisal of Band 7 therapists and oversee that of the Band 6 and junior therapists and therapy assistants as required.
- To take/implement remedial strategies where staff performance is in question within the Adult Speech and Language Therapy team and monitor remedial action taken and to advise the AHP Community Service Lead.
- To ensure the effective operational management of the Adult Speech and Language Therapy Team.
- To assume responsibility for specific clinical areas for service users with complex needs, further develop these skills in line with the RCSLT, lead service delivery in this (these) area(s) and provide expert advice for other therapists/disciplines.
- Manage a complex caseload; using evidence based/client centered principles to assess, plan, implemented evaluate Speech and Language interventions.
- Evaluate Speech and Language adult clinical services using advanced knowledge and skills.
- Develop Speech and Language interventions using clinical outcome measures, audit and research activities.

- Provide specialist training sessions to Speech and Language staff, service users, relatives and/or carers and other professionals/organisations.
- To regularly supervise Speech and Language Therapy students on practice placements.
- Provide consultancy and specialist advice on Speech and Language issues related to adults to other Government departments, the voluntary sector and within the AHP community services.
- To produce standard operating procedures and protocols related to Speech and Language to ensure professional standards of practice and a consistent, equitable and timely service provision.
- To provide statistical returns as required by the Department.

Organisational Structure



Communication and Relationship Skills

The communication and relationship skill requirements of this role are:

- ❖ Communicate clearly in a range of situations and environments some of which might be hostile antagonistic or highly emotive.
- ❖ To have a high level of empathy and awareness of the highly sensitive and distressing problems and situations our patients face.
- ❖ To have the ability to negotiate, be flexible and adapt the approach when service users' needs change or when their wishes cannot be met.
- ❖ Provide and receive complex sensitive or contentious information with due regard to confidentiality and human rights.
- ❖ Use advanced communication and engagement skills when building relationships with clients engaging in Speech and Language Therapy services.
- ❖ To provide, receive and update information by electronic means including email and via the electronic patient record systems within the Government security codes of using this media.
- ❖ Able to recognise and reflect on barriers to effective communication and modifies behaviour in response to achieve a more effective response. This is particularly appropriate when dealing with people with additional needs or patients with mental health disorders.
- ❖ Ensure team's competency in engaging with service users where significant barriers to communication exist.
- ❖ Ensure team's competency in the use of advanced communication and engagement skills when building therapeutic relationships with service users who are experiencing ill health emotional behavioral and sometimes psychological problems.
- ❖ Ensure that the Speech and Language Team are competent to communicate clearly in a range of situations and environments some of which might be hostile antagonistic or highly emotive.
- ❖ Ensure that the Speech and Language Team are competent in effectively liaising with a wide range of statutory and non- statutory agencies which contribute to the care and treatment of service users.
- ❖ Ensure that the Speech and Language Team are competent in having the ability to work within the services to maintain the passage of information with regard of service activity, personnel information e.g. staffing changes, sickness .absenteeism etc.
- ❖ Ensure formal lines of communication are maintained e.g. meetings, patient quality and safety IT.
- ❖ Disseminate service information, relevant reports, research findings audit outcomes, patient safety and quality and ensure response /compliance with requests to the team.
- ❖ To motivate and negotiate with service users and their relatives and/or carers to participate in treatment programs.
- ❖ Be able to respond quickly and flexibly in different situations.
- ❖ Receive comments and feedback and suggestions from the team and critically appraise and review process, protocols and procedures as appropriate.
- ❖ Support staff to critically appraise their own suggestions and ideas for service improvement and facilitate the initiative where appropriate.
- ❖ Responsible for ensuring that the team are integral to the business planning process and that their comments are integrated into the plan.
- ❖ Reports to AHP Lead Community Services ensuring concerns are communicated promptly.
- ❖ Ability to provide and receive highly complex sensitive and potentially contentious information about people, illnesses and lifestyle. Being able to record and report in a sensitive professional and confidential manner to other agencies.

- Work assertively and promote partnership within the multidisciplinary teams throughout the DHSC.
- Give formal presentations and submit timely and informative briefings and reports.
- Responsible for communicating changes in operational practice that result from internal/external audit.
- Responsible for recording all management information accurately, storing it according to policy and practice; including requirements of confidentiality.
- Identify opportunities to promote the Speech & Language Service and its activities communicating key messages within budgetary constraints.
- Ability to facilitate de briefing sessions following traumatic incidents.
- Ability to cascade and communicate information to learners and other staff being directly supervised.
- Ensure staff adheres to policies and procedures that they are in date.

Knowledge, training and experience required to do the job

The essential knowledge, training and experience requirements of this role are:

- To have a recognised BSC Speech and language Therapy qualification and hold current registration with the HCPC and be a member of the Royal College of Speech and Language Therapists.
- Significant experience and experience of working at a Band 7, Advanced Therapist level, within a specialist area of Speech and Language Therapy.
- The post holder must have or be working towards a master's degree or equivalent in a relevant clinical speciality.
- To have an in-depth knowledge of the neurophysiology of language processes, speech, voice and swallowing.
- To have knowledge of the medical and surgical conditions and procedures which have effects on patient's communication and/or swallowing.
- To have an in-depth knowledge of disorders of communication and swallowing in acquired neurological conditions, voice disorder and stammering.
- To have an in-depth knowledge of brain injury and associated behavioural and communication deficits.
- Experience of management and evidence of additional training in this field.
- Demonstrate the knowledge of professional standards from both HCPC and RCSLT.
- Full, valid Driving Licence and access to own vehicle.
- Excellent interpersonal and influencing skills that promotes trust with both staff and service users.
- Ability to confidently lead and motivate others in planning and executing change.
- Ability to work within Multidisciplinary teams.
- Ability to recognise own learning needs and the ability to reflect on one's own practice and use this reflection for continuing personal development.
- To show evidence of personal and professional development in a number of clinical areas including demonstrable research skills.
- Experience in appraisal systems.
- Knowledge of legislation pertinent to Community Care.
- Knowledge of local policies and procedures and current mandatory training as identified by the organisation and RCSLT.
- Take an active part for developing and implementing the Speech and Language Service Specification.
- Take lead responsibility for planning, developing and implementing the patient safety and agenda within the Speech and Language Service.
- Computer skills in Word, Power point, EMIS and RIO.
- Health and Safety training - including risk assessment.
- Take the lead role in the development, monitoring, implementation and evaluation of Speech and Language service standards.
- Take an active role lead role in planning, writing and organising the development and review of the Speech and Language Service policies and procedures. Where necessary consulting and collaborating with other health and social care professionals upon whom these may impact.
- Formulate personal development plans with staff through annual appraisal.
- To take overall responsibility for ensuring that the development, organisation and delivery of training and education of Speech and Language related activities within and outside the service.

- ❖ Take responsibility for planning, prioritising and monitoring own workload, working alone without direct supervision.
- ❖ To have the ability to respond to crisis or urgent work requiring immediate attention and make changes to the planned work on a daily basis.
- ❖ Take lead responsibility to organise, plan, chair and manage regular staff meetings for the service and relevant multi agency meetings as required.

The desirable knowledge, training and experience requirements of this role are:

- ❖ Working knowledge of the Isle of Man Government financial regulations.
- ❖ Evidence and knowledge of business planning.
- ❖ Experience of change management.
- ❖ To have the knowledge and competency to apply appropriate outcome measures tools at a level to lead implementation of outcome measures within the Adult Speech and Language Service and maintain current knowledge of developments and new relevant assessment tools.

Analytical and Judgement Skills

The analytical and judgement skill requirements of this role are:

- ❖ To undertake highly specialised assessments of service users and use this information to formulate a diagnosis and decide on the appropriate treatment plan. This includes service users with complex presentations and multiple pathologies.
- ❖ To have overall responsibility for advising and educating staff on clinical reasoning, clinical advice, reflective practice and decision making.
- ❖ To be responsible for managing or resolving minor or day to day organisational difficulties among staff within the team.
- ❖ The post holder is expected to conduct and organise team or staff meetings and communicate management policy and other decisions to the members of the team.
- ❖ To accurately identify instances in which it is necessary to seek a consultant to provide expert advice in a clinical matter. It will be necessary to seek off island opinions, utilising professional clinical networks.
- ❖ To interpret and apply guidance and relevant legislation relating to health and social care in the Speech and language Service e.g. NICE; NSF etc.
- ❖ To identify unmet needs and gaps in service provision and highlight to the AHP Lead Community Services.
- ❖ The post holder is required to make decisions within various care settings with differing outcomes.
- ❖ To balance the professional requirement to provide client centred care with the concerns and wishes of relatives and other service providers.
- ❖ To decide on appropriate equipment provision, treatment intervention to use equipment.
- ❖ Utilises a range of diagnostic tools and interprets results within the assessment.
- ❖ Ability to assess the range of treatment options available and using expert knowledge, skills and experience provides a balanced judgement of most appropriate treatment or care intervention for an individual considering all relevant factors e.g. service user's physical and mental health needs, carer needs, the physical environment, budget and client/carer ability.
- ❖ Challenges clinical and prescribing practices which are not evidenced based and providing evidence to

those who are unaware of its relevance or existence.

- ♥ Recognises own limitations in the provision of clinical care and/ or advice, referring to other multidisciplinary professionals accordingly.
- ♥ To maintain confidentiality in line with HCPC, RCSLT and DHSC policies, using experience and analytical and judgment skills to determine what information needs to be shared with other services.

Planning & Organisational Skills

The planning and organisation skill requirements of this role are:

- ♥ The post holder is responsible for the organisation and day to day management of own caseload, prioritising where necessary, depending upon the needs of the clinical workload, balancing this alongside the demands of the clinical team lead.
- ♥ The post holder will, following comprehensive assessment, plan patient care and treatment programmes and ensure the execution of the planned treatment within a time framework. The programme of care will involve both short term and long term targets which will require regular monitoring and adjustment.
- ♥ The post holder will be expected to competently manage additional responsibilities and work load at short notice due to unexpected absence of either junior, senior or support staff. Timely Return to work Interviews with members of the team will be planned following any period of sick leave.
- ♥ The post holder will be involved in the multidisciplinary planning and discharge of service users with complex needs and be can be a source of information and training for specific procedures which support discharge/on-going care.
- ♥ The post holder will have an overview of the demands on the service area and will plan working patterns and organise resources in order to meet demands as satisfactorily as possible within the constraints of the service.
- ♥ The post holder will take an active role in the discharge planning which may involve creating the opportunity to contact or refer to other agencies for example social services.
- ♥ The post holder is responsible for organising and prioritising time to meet both clinical and organisational needs requiring short and long term planning such as for appraisal of team members, service meetings, management of operational systems.
- ♥ The post holder will plan and implement clinical training and education of undergraduate therapy students and for rotational staff on placement within the specialist area when required.
- ♥ To produce business plans and cases, using evidence and analysis to produce these.
- ♥ To monitor the achievement and progress of business planning objectives, reviewing progress with delegated tasks and ensuring team contribution to these.
- ♥ To maintain accurate caseload record and independently identifying caseload limits.
- ♥ To organise and participate in external education / training at career talks, public meetings and training events to promote the Adult Speech and Language Therapy Service.
- ♥ To plan long term strategies for the Adult Speech and language Service within the DHSC.
- ♥ To organise and manage, in a timely manner, performance related issues within the Speech and language Therapy Service, using the Capabilities process if necessary.

Physical Skills

The physical skill requirements of this role are:

- ♥ Must be able to drive as travelling to different locations to provide service user care is required on a daily basis.

- High degree of hand eye coordination when examining service users.
- High level of manual dexterity to use a key board for long periods to write notes, treatment plans, patient information, create reports and service documentations.
- Have the physical capacity to work in restricted area maintaining different positions such as needing, bending and standing for lengths of time when conversing with a service user at their bed side.
- Have the strength and physical capacity to manoeuvre a service user in a wheelchair.
- Have the physical ability to climb steps/stairs to residences/ buildings which are not adapted for easy access.

Patient/Client Care

The patient/client care requirements of this role are:

- To provide a comprehensive Speech and Language Therapy service to adults referred with communication and/or swallowing difficulties, to include assessment, differential diagnosis and management following professional and local guidelines. The caseload includes voice disorders, progressive neurological disorders, stroke, stammering, head and neck cancer and swallowing disorders.
- To manage entire adult caseload using specialist knowledge appropriately following service provision policies and professional guidelines in order to achieve the efficient running of waiting list and prioritisation of service users.
- To negotiate with carers and or relatives, service users and other around individual case management and to adapt practice to meet individual service user's needs.
- This role requires a high level of empathy and insight into the needs of the service user and their relatives/cares when delivering care.
- The post holder has to provide and support staff involved in providing clinical interventions.

Policy and Service Development

The policy and service development requirements of this role are:

- The post holder is responsible for ensuring all staff within the Adult Speech and Language Therapy area has an understanding of clinical governance, local policies, procedures and protocols and that it is applied in their work area.
- The post holder is required to adhere to, and maintain an up to date knowledge of all clinical policies and procedures of RCSLT.
- The post holder is responsible for the overall awareness and implementation of policies and standards, leading clinical audit and for implementing changes to working practices and quality assurance initiatives within their service area.
- The post holder is responsible for ensuring that recommendations from evidence-based practice, and research and audit are implemented, where appropriate, in the specialist area of work.
- The post holder will undertake risk assessments of the work area as recommended by the organisation and both within the hospital and other work areas e.g. home, Care Homes or clinics where they are involved in providing care.
- To ensure that planned programmes of audit and clinical research are undertaken and supported within the speciality, to initiate the collection of appropriate statistics about their service, audit and analyse the results, and to produce annual and ongoing reports for the AHP Community services Manager for service development purposes.
- The post holder will be responsible for identifying the changing demands placed on the Speech and Language Therapy Service. They will lead the advancement and development of the service by promoting

and implementing evidence based practice and research development.

- ❖ The post holder has overall responsibility for the development of the Adult Speech and Language Therapy to ensure that it meets clinical and service needs.
- ❖ The post holder is required to ensure the effective deployment of staff, including considering the skill mix of staff, in order that the service is delivered to the required clinical standards and that staff hold appropriate competencies to deliver care.
- ❖ The post holder is required to work within the hospital and follow hospital policies, HCPC and RCSLT clinical guidelines and to have a good working knowledge of national and local clinical standards and to monitor their own practice.
- ❖ To keep accurate, legible records in accordance with Departmental Policy, HCPC and RCSLT Standards and to supervise juniors, assistants and student.
- ❖ To be responsible for providing/promoting the Speech and Language Therapy Services contributing to the development of multidisciplinary or cross organisational care protocols and/or guidelines.
- ❖ To record all untoward incidents, including “near misses” and potential hazards, in accordance with organisational policy and procedures taking immediate remedial action where required and monitoring trends and patterns in these, proposing and implementing solutions.
- ❖ The post holder is responsible for the equipment used in carrying out duties ensuring their equipment is in full working order and maintained according to the manufacturers’ requirements. They are required to adhere to departmental policy and to ensure the safe and appropriate use of equipment by others through teaching, training and supervision of practice.
- ❖ The post holder is responsible for any complications that may arise from the issue of equipment therefore thorough knowledge of the indications and contraindications of all equipment items is required to ensure safe and effective use and avoid service user danger and harm (e.g. burns, exacerbation of pain, pacemaker interference, injury when using a piece of moving and handling, pressure areas and skin breakdown).
- ❖ The post holder is responsible for the safe issue of equipment to service users ensuring that the equipment is in full working order and the service user, relative/informal carer using the equipment does so in a safe and correct manner.
- ❖ To be responsible for the security and safe use of equipment within treatment sessions, reporting and removing from use any faulty equipment and advice to others using equipment.
- ❖ The post holder is required to keep records of treatment after every service user contact within the appropriate service user records. The post holder is required to record assessments and treatments and contraindications.
- ❖ The post holder is required to undertake frequent computer use for the viewing of radiological investigations, updating patient records, producing reports and inputting data from audit and communicate with other professionals via email.
- ❖ The post holder is expected to monitor onsite stores of equipment and appliances’ ensuring adequate service provision is maintained.
- ❖ Report defects relating to equipment; recording incidents and instigating MHRA reporting as required.
- ❖ To plan and organise the availability of necessary equipment to daily living required for patients.
- ❖ The post holder will share responsibility for ensuring that members of their team are aware of Medical

Devices and Drugs Alert (MDDA) notices affecting their area, and all actions required are carried out accordingly.

Financial and Physical Resources

The financial and physical resource requirements of this role are:

- ♥ To take responsibility as an authorised signatory up to £5000 for purchase orders and invoices for equipment/ services, time sheets, expense claim forms.
- ♥ Provision of a purchase card for the Speech and Language Service.
- ♥ Access to budget for training courses.
- ♥ Attends monthly Clinical Team Leaders meeting when budgets will be discussed and reviewed with AHP Lead Community Services.
- ♥ Use of Fleet vehicle in line with DHSC policies on use of same.
- ♥ Adheres to DHSC policy relating to use of IT equipment both office based and mobile (PC/laptop/iPad and mobile phone) as well as use of equipment within clinic settings including appropriate cleaning of same in line with infection control policy.
- ♥ The use and care of specialised equipment.
- ♥ Purchasing up to date using assessment tools and clinical equipment.

Human Resources

The Human resource requirements of this role are:

- ♥ The post holder is responsible for the planning, implementation and evaluation of educational programmes related to the Adult Speech and Language Service.
- ♥ To be responsible for the training of staff to ensure the needs of the service user are met in the most evidence based, efficient and cost effective way.
- ♥ To take a lead role in recruitment, interviews and selection process.
- ♥ Is responsible for identifying training needs within the Adult Speech and language Service and working with other specialist leads to develop education and training packages which support these needs.
- ♥ Identifying through supervision and Personal Development Plans staff training needs.
- ♥ To take a lead role in managing performance issues, using the capabilities process if required and lead in disciplinary procedures if necessary.
- ♥ To regularly support students on work experience visits to promote the Speech and language Service.
- ♥ Manages and supervises a small team of Adult Speech and Language therapy staff.
- ♥ Works in conjunction with the AHP Community Services manager to identify needs and develop business cases as required supporting the service.

- Maintains Professional Registration and ensures relevant staff within the team maintain their registration ensuring adherence to needs of revalidation process are met and providing evidence to the AHP Community Services Manager.

Information Resources

The information resource requirements of this role are:

- Ability to access and use computerised patient's records both in community via EMIS, and Rio systems and also use of Medway and MediViewer for patients in hospital and the Community in accordance with local policies.
- Use of base computers/ Laptops and mobile devices (IPad) to access and record accurate patients records and emails both at base and when on domiciliary visits if required.
- Completes forms/templates on EMIS in conjunction with IT support services which will allow reporting of service statistics.
- To be competent in the use of a variety of software packages including Word, Excel, PowerPoint, email and internet to enable the production of documents, training materials and reports.
- Ability to use IT resources during teaching and other presentations.
- Ensure all electronic information contained within the Government advice website relating to the Speech and Language Therapy services is accurate and clear.

Research and Development

The research and development requirements of this role are:

- The post holder is responsible for the analysing and interpreting of new and existing national/ international guidelines making recommendations and implementing agreed changes which relate to the Speech and Language Service.
- To regularly lead in work relating to research/ evaluation of Adult Speech and Language provision both locally and nationally; through auditing, benchmarking and standard setting.
- The post holder must ensure own knowledge base is up to date with latest research through attendance/ participation in specialist conferences and online webinars.
- Maintain professional links and sharing of information relating to service development with UK specialist services through both individual links with other services and professional associations.
- To audit the service through client satisfaction surveys.
- Provide Key Performance Indicators (KPI's) and report against these with regards to service delivery.

Freedom to Act

The freedom to act requirements of this role are:

- ❖ To work autonomously on a day to day basis, managing delivery of care within the Adult Speech and Language team and be responsible for the organisation of staff and resources to meet service standards and demands.
- ❖ To have overall responsibility for implementing adequate health and safety procedures within their specialist area of service. The post holder independently assesses the safety and risk of service users and advises other staff accordingly.
- ❖ To have overall responsibility for decision making regarding prioritisation of clinical caseloads within Speech and Language, for example when staff shortages occur at short notice.
- ❖ The post holder is required to make decisions within various care settings with differing outcomes.
- ❖ Maintaining registration with HCPC and RCSLT, ensuring all requirements are met.
- ❖ Comply at all times with the HCPC and RCSLT Codes of Professional Practice, Standards for Conduct, Performance and Ethics. Acting at all times as a professional role model.
- ❖ To maintain confidentiality in line with HCPC, RCSLT and DHSC policies, using experience with analytical and judgment skills to determine what information needs to be shared with other services.
- ❖ Demonstrates clinical and professional leadership skills with the creativity to inspire and motivate others within and outside the organisations.
- ❖ Responsible for delivering the development of training programs to meet and develop the Speech and Language Service in light of latest evidence based care.
- ❖ Acts as a change agent on a daily basis through the process of facilitating others to change via education, training, promoting discussion.

Confidentiality

In the course of your duties you may have access to confidential material about patients, members of staff or other business of the Department. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and /or treatment of the patient. If you are in any doubt whatsoever as to the authority of a person or body asking for information of this nature, you must seek advice from your manager. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded by your employers as gross misconduct which could result in disciplinary action being taken against you. In the case of information held on computer systems, you may be held personally liable if you in any way knowingly contravene the appropriate terms of the Data Protection Act 2018.

Health & Safety

It is the duty of all employees to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

Safeguarding

The Isle of Man is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects staff to share this commitment.

Staff must work in accordance with all health and social care policies relating to safeguarding.

Job Description Appendix 1

Physical, mental and emotional demands of the job and working conditions

Physical Effort

- ❖ Daily consultation/assessment with service users at the bedside where the therapist may stand, bend sit or kneel in excess of 30mins at a time (up to 6 times a day).
- ❖ To transport and deliver assessment and therapy material to service users on the wards, in their own homes and residential and nursing homes (daily).
- ❖ Occasional movement of service users in wheelchairs in and out of clinic rooms and onwards.
- ❖ Occasional movement of chairs, display boards and materials for therapy sessions and/or training events.
- ❖ Daily use of keyboard skills.
- ❖ Driving of a car on a daily basis.
- ❖ Requirement to sit in a restricted position at a desk for a long periods throughout the working day dealing with administrative documentation, preparing reports, memos and general correspondence and also, conducting interviews with and supervising staff.

Mental Effort

- ❖ The post holder is expected to perform a highly specialised assessment and formulate a diagnosis and produce a treatment plan specifically related to the service users. This requires extended periods of concentration as an average assessment of a new patient can take one hour including documentation. An average follow up treatment can take 45 minutes.
- ❖ Throughout the assessment the post holder is drawing upon a broad range of up to date clinical knowledge and continuously using advanced clinical reasoning skills.
- ❖ The post holder is required to concentrate for long periods of time when communicating, documenting or teaching staff in 'in-service training' and other healthcare professionals.
- ❖ Teaching colleagues 'hands-on' techniques may be informally between service users and their relatives and/or carers in a working day or during formalised sessions.
- ❖ Teaching sessions will also be carried out when University students are on placement which involves all aspects of teaching from specific conditions, carrying out assessment, treatment techniques and documentation.
- ❖ All of the above requires a high amount of mental effort and expert knowledge within the post holder's specialised field.
- ❖ The post holder must be prepared to be frequently interrupted in a normal working day by phone calls/ deliveries/other staff and service users requesting information, advice and guidance.
- ❖ The post holder is expected to be a mobile phone holder and is therefore subject to the possibility of

interruptions at any time.

- The post holder is required to read complex medical information regarding the patient (frequently throughout the day) and medical journals to remain up to date with current best practice (on a weekly basis).
- Deal with pressures of high expectations, anxious service users, carers and other staff as well as a busy, complex caseload.
- Adjust to variable and constantly changing workload and developments in treatments /services.
- Communicating with service users who have limited communication skills, poor understanding and problems with concentration.
- Daily requirement to concentrate for repeated lengthy periods of time reading/ writing reports, studying and interpreting figures/activity statistics/Speech and language and other relevant research/journals to incorporate into practice.
- High level of concentration required in staff interactions especially if these involve discussion of individual's performance.

Emotional Effort

- The post holder cares for and treats patients with distressing conditions on a daily basis e.g. treating adults with degenerative illnesses, respiratory and neurological conditions. This may occasionally include critically ill and dying patients. This exposes the post holder to the highly distressing physical and emotional circumstances of the chronically / terminally ill service users and their relatives and/or carers.
- The post holder will be expected to give unwelcome news regarding medical prognosis and a high degree of emotional effort is required to help service users, relatives and/or carers cope with this.
- The post holder is frequently expected to give unwelcome news to service users, relatives and/or carers for example where outcome expectations are unrealistic in relation to rehabilitation potential.
- This post holder will be required to deal with service users, and/or their relatives/carers who may be psychologically distressed by their situation (e.g. loss of employment / sickness absence / family strain / benefit situations/ curtailment of recreational activities) The post holder will be required to display empathy, have good re-assurance skills and be sensitive towards service users, relatives and carers anxieties on a daily basis.
- The post holder is required to work with anxious service users and carers on a daily basis.
- Constantly adapting to service users 'changing physical and emotional conditions and being flexible and sensitive to their varying needs.
- Occasional exposure to distressed or potentially angry/aggressive service users and/or relatives/carers in their homes, at hospital and other environments, during assessment and treatment sessions, in meetings and over the telephone and even e-mails.
- Working with service users with a terminal illness and need to consider implications of this when providing appropriate care.
- Working with service users and their relatives and/or carers for long periods of time so can become point of contact for relative and/or carers to offload concerns.
- Dealing with service users who may be frustrated, confused and unwell.
- Providing emotional support for colleagues. Exposure to potentially confrontational /aggressive/ distressed members of staff e.g. disciplinary/capability issues - this will vary.

Working Conditions

- The post holder is required to be a driver to access community settings throughout their working day.
- The post holder will be daily subjected to environments which can sometimes be highly unpleasant / hazardous/excessively hot/cold for example:
- Unpleasant smells (patient odour and wounds for example), non-household waste (dressing's /bedding/

needle stick injuries).

- ♥ Infectious materials and body fluids (blood / vomit / sputum / urine / faeces / secretions / lice / fleas).
- ♥ Contaminated areas (bedding), and treatment of service users with infectious conditions e.g. MRSA / Clostridium Difficile / TB.
- ♥ The post holder is required to work near hazardous chemicals such as nebulised drugs and oxygen.
- ♥ Risk of exposure to radiations levels from videofluoroscopy examinations and awareness of protection to reduce risk.
- ♥ The post holder will potentially face occasional exposure to verbal abuse and aggressive and challenging behaviour from service users, relatives and/or carers.
- ♥ As this is a community role the post holder is a lone worker in community settings, and may be exposed to relatives and/or carers who may be upset, potentially aggressive and challenging.
- ♥ Occasionally supporting staff who have undergone a traumatic incident, death of a service user.
- ♥ Coping with inclement weather on domiciliary visits.
- ♥ Lone working.
- ♥ Sitting for long periods e.g. preparing reports, analysing assessment, writing up notes, preparing for appraisals staff supervision, research.

Agreement of above description

I have read and agree with the above description

Job Holder's Name (please print) _____

Job Holder's Signature _____ **Date:** _____

Line Manager's Name (please print) _____

Line Manager's Signature _____ **Date:** _____



Person Specification

Job Title:	Clinical Team Lead for the Community Adult Speech & Language Service
Department:	Health and Social Care
Division:	Community Services
Band:	8a

Attributes	Essential (E) or Desirable (D)	Method of Assessment
Qualifications <ul style="list-style-type: none"> ♥ Registered Practitioner. ♥ BSc or equivalent Degree in Speech and Language Therapy. ♥ Evidence of on-going Professional Development and area of specialism. ♥ Postgraduate training in specialist field, or willingness to undertake same. ♥ Have or is working towards a master degree in a relevant clinical area. ♥ Understanding of basic financial management. ♥ Teaching qualification or working towards this. 	E E E E E E	CV Portfolio Pre-employment Checks Interview
Experience <ul style="list-style-type: none"> ♥ Significant clinical experience and have worked at a band 7 level. ♥ Proven management experience, ILM Operational Level /Middle Management or equivalent. 	E E	CV Interview
Attributes <ul style="list-style-type: none"> ♥ Calm and resourceful. ♥ Ability to respond professionally to complex situations in a reasoned manner. ♥ Ability to work alone and as part of a team. ♥ Negotiating skills. ♥ Excellent communication skills. 	E E E E E	CV Interview

<ul style="list-style-type: none"> Computer literate. 		
<p>CARE</p> <ul style="list-style-type: none"> Shows COMMITMENT to promoting the Speech and Language Therapy Service across the Island; identifying high risk groups and ensuring access to service. Demonstrates APPRECIATION of the traumatic nature of some conditions. RESPECT: is able demonstrate diversity and confidentiality alongside flexibility to meet differing needs of service users. EXCELLENCE: Demonstrates awareness of latest evidence and how this applies to the service as well as ability to undertake audit and benchmarking of service. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Interview</p> <p>Portfolio</p>
<p>Circumstances and Interests</p> <ul style="list-style-type: none"> Full valid Driving Licence and access to own vehicle. Satisfactory Police Check. Isle of Man Worker. 	<p>E</p> <p>E</p> <p>D</p>	<p>CV</p> <p>Pre-employment Checks</p> <p>Application</p>