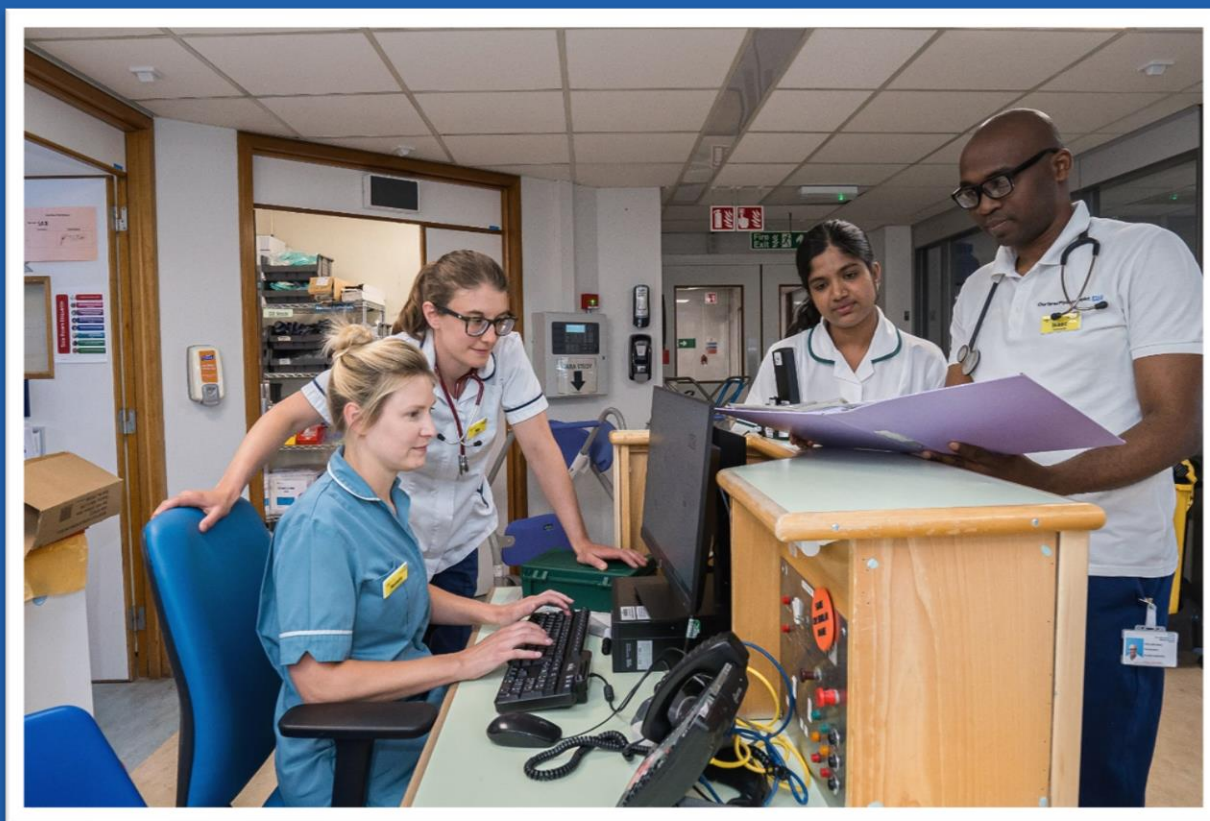


Assistant Practitioner in Speech and Language Therapy

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms



Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level – from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction – between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework – it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space – centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions – consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- Assess patients with communication or swallowing difficulties and provide treatment plans to help them improve and meet their goals.
- Manage your own caseload, planning and delivering care in community hospitals, care homes, outpatient clinics and patients' homes, with support from senior Speech and Language Therapists when needed.
- Monitor patient progress, review treatment plans and make changes where appropriate to achieve the best possible outcomes.
- Communicate clearly and effectively with patients, families, carers and other healthcare professionals, adapting your approach to meet individual needs.
- Maintain accurate patient records, follow Trust policies and contribute to service improvement, quality standards and clinical audits.
- Support a safe and high-quality service, including using specialist equipment, supervising therapy assistants when required and taking part in ongoing training and development.

Job Description

Job title:	Assistant Practitioner in Speech and Language Therapy
Grade:	4
Site:	The Princess Royal Hospital, Telford with cross site working to Therapy departments
Accountable to:	Therapy Outpatients Centre Manager
DBS required:	Yes – Enhanced

Post purpose

To assess and implement treatment programmes for delegated patients in the Community Speech and language Therapy department.

To hold responsibility for own caseload with access to and support from senior professional staff as part of a comprehensive process of patient assessment and management

To work as a member of the Community SLT therapy team, providing a high standard service to Communication impaired and swallow disordered patients in community and outpatient settings.

Scope and range:

Performs assessment of delegated patients with simple presentations of physical and psychological conditions. In partnership with the patient, identifies needs, formulates objectives and provides and delivers an individual treatment programme.

Prioritises own work with access to supervision of professional staff in the Community therapy department, including a range of community settings to include, community hospitals, care homes, outpatient clinics and patient's own homes. Clinical work is routinely evaluated

May provide day to day supervision and delegation of tasks to therapy assistants within team and to students.

Takes decisions to progress interventions according to level of competency and training within agreed protocols if required. Has the freedom to discharge patients without referring back to professional staff.

Responsible for assessing and ordering appropriate specialised equipment for patients, including demonstration and safe issue of this equipment.

Evaluates patient progress, reassesses and alters treatment programmes. Seeks advice from professional staff only if agreed protocol does not meet patient requirements.

Main duties and responsibilities:

- To be professionally and legally accountable for own work within agreed protocols, including the management of patients on own list.
- To undertake patient assessment and to plan programmes of care within agreed protocols.
- To lead patient groups following protocols agreed with professional staff and to adapt agreed plan to meet set aims.
- To plan discharge in negotiation with patient.
- To assess patients' understanding of treatment offered and gain valid informed consent
- To be responsible for organising and planning own caseload to meet service needs and patient priorities and to readjust in response to changing needs.
- To use a range of verbal and non-verbal communication tools to communicate effectively with patients to progress their treatment programmes. Some patients may have difficulties in understanding or communicating.
- To evaluate patient progress, reassess and alter treatment programmes within agreed protocols if required, seeking advice on progression from professional staff if agreed protocol does not meet patient requirements.
- To manage clinical risk within own caseload.
- To maintain a tidy and clean environment within the department giving priority to treatment areas and equipment.

- To comply with organisational and departmental policies, procedures and guidelines.
- To be responsible for maintaining accurate and comprehensive treatment records in line with the Royal college of Speech and Language Therapists, Trust and departmental standards.
- To be responsible for the collection of statistical data for use in service audit.
- To maintain own competence through departmental competency framework to enable the post holder to work within the remit of the post.
- Actively to participate as an appraisee in the established system of performance appraisal and development
- To assist in ensuring that all aspects of Clinical Governance are adopted within the Community SLT department.
- To engage in ongoing personal development by actively participating in in-service training, external courses and peer review.
- To attend all statutory training as required.
- Actively to participate in clinical audit in order to evaluate and enhance service quality.
- To be aware of the safety of patients and staff at all times and to carry out duties in line with the Health and Safety at Work Act.
- To respond positively to service change and development.
- In conjunction with Community SLT and dietetics service Manager (Care closer to home) identify areas for future development.
- To recognise the ethos of multidisciplinary working within the Therapy Services Department.

Systems and Equipment

To use competently appropriate equipment within the remit of the post, including AAC equipment, demonstrating Apps and IT equipment.

To maintain through statutory training the necessary skill in the use of any Manual Handling equipment used on an infrequent basis.

Decisions, judgements and freedom to act:

The postholder is not reliant on immediate access to a professional member of staff to carry out the responsibilities of the role. The postholder may provide day-to-day supervision and delegation of tasks to therapy assistants within team.

Prioritises own work under direct or indirect supervision of professional staff in the Community SLT department.

Evaluates patient progress, reassesses, and alters treatment programmes within agreed protocols if required. Seeks advice from professional staff only if agreed protocol does not meet requirements.

Communication and relationships:

To develop and maintain effective communication systems, verbal, written and electronic, with both internal and external customers and service users.

The postholder requires skills to establish a rapport and exchange condition-related information with a variety of different individuals, modifying their approach to meet the needs of the individual with whom they are communicating and to overcome barriers to communication. These barriers may be physical, emotional, mental or cultural. The postholder requires motivational skills, active listening skills, and skills to present both verbal and written information in a clear, reasoned, unambiguous and professional format.

Communication with colleagues is guided by ethical considerations and patient confidentiality is paramount at all times. The postholder communicates with professionals and non-professionals within the Trust.

The postholder has contact with patients and carers educating, motivating and sharing information.

The postholder requires basic IT skills to enable communication through electronic means.

Physical, Mental and Emotional demands of the post

1. To develop and maintain an ability to cope with and prioritise unexpected work demands and deadlines.
2. To develop own competencies in dealing with distressed or unpredictable behaviour from patients and their carers.
3. Concentration is required to enable the post holder to provide and receive information.

Working conditions

This job description is an outline of the main duties and competencies required for this role.

The post holder may be required to perform any other duties on an occasional basis, which is commensurate with the grade and agreed by the post holder and the line manager.

Person Specification

	Essential	Desirable
Qualifications	• Evidence of basic education in literacy and numeracy of GCSE Grade 9 – 4 or equivalent qualification. • Foundation Degree or equivalent / or willingness to work towards	
Experience	• Previous work experience within the Therapy Care Group or Health Care environment e.g., Community Rehab/Therapy teams	• Previous experience of working in Speech and Language Therapy community and/or outpatient setting • Previous experience of working with patients with communication or swallowing impairment.
Knowledge and skills	• Evidence of Knowledge and skills sufficient to demonstrate the ability and willingness to study and work at the level equivalent to a foundation degree • Knowledge of therapy interventions	

	acquired through training or experience within a healthcare setting to foundation degree level • Knowledge of the role of the assistant practitioner and the boundaries of the position. • Basic understanding of the patient condition and its impact on the therapy intervention. • Ability to work independently to an agreed protocol and modifying programmes, as appropriate. • Organisational skills and the ability to manage and prioritise own caseload. • Interact appropriately with patients, developing rapport with patients, carers and staff. • Evidence of effective communication skills	
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General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must

be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and

thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

