

HIGHLY SPECIALIST SPEECH AND LANGUAGE THERAPIST CRITICAL CARE

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.

- Lead specialist Speech and Language Therapist for patients in critical care, providing expert assessment, diagnosis and treatment for communication and swallowing difficulties.
- Work closely with patients, families and healthcare teams to deliver safe, high-quality care and support patients through their recovery and discharge.
- Provide specialist assessments for patients with tracheostomies and those who are critically ill, following national standards and professional guidelines.
- Offer expert advice, training and support to therapy, nursing and medical colleagues, helping to develop skills and improve patient care.
- Lead on service improvement, audits and quality standards, making sure care is effective, safe and based on the latest evidence.
- Manage a complex caseload, keep accurate patient records and help develop a positive learning environment through supervision, teaching and professional leadership.

Job Description

Job title:	Highly Specialist Speech and Language Therapist Critical Care
Grade:	7
Site:	The Royal Shrewsbury Hospital
Accountable to:	Team Manager
DBS required:	Yes – Enhanced

Overview

- To act as a lead expert therapist to assess, diagnose / interpret and manage own specialist caseload of complex patients as an autonomous practitioner in accordance with Professional Code of Conduct and Health and Care Professions Council Regulations.
- To have developed, through experience and specialist postgraduate training, the advanced knowledge and clinical skills required for the post.
- The post holder will work in close co-operation with colleagues within all Care Groups to deliver a cohesive service that is led by user need ensuring high quality of patient care, optimal patient flow and safe timely discharge.
- To work closely with team coordinators to ensure an efficient operational service and a robust structure of training, supervision and appraisal is delivered to all members of the team.

- To act as a source of expert advice and support within the Therapy Centre and across the Trust and the wider health economy.
- To have highly effective communication skills and demonstrate these on a continual basis with patients, carers, colleagues and the wider Multi-disciplinary Team (MDT)
- To provide specialist education and training to the Therapy Centre and the Trust and the wider health economy.
- To undertake audit projects as a regular part of the role.
- The post holder may be required to work flexibly, as part of the cover arrangements within their competence across all locations within the Therapy Centre as required. Notification of flexible working may be communicated at short notice to ensure safety of the service.
- To use the Trust Values at all times as a framework for own behaviour and encourage others to do likewise, ensuring the values underpin all that is done by the Therapy teams.

Main Duties

The post holder will work as a specialist autonomous practitioner to perform advanced assessment of patients with diverse presentations.

To act as Lead clinician for Critical Care patients / service and to provide highly specialist assessment, diagnosis and Speech & Language Therapy intervention for clients referred in line with Professional Guidelines.

To follow patients from critical care units onto the wards as appropriate.

To provide swallowing and communication assessments for all patients with a new tracheostomy, including those who are mechanically ventilated, as per GPICS standards.

To provide timely assessment of all critically ill patients who have communication and /or swallowing difficulties as per GPICs standards.

To participate as appropriate in own professional clinical area out of hours / weekend rota and the collective

Therapy major incident response rota providing high quality patient care and specialist medical advice to medical and nursing staff.

To ensure that contemporaneous treatment records discharge summaries and activity data are maintained in accordance with Trust and Professional standards and where appropriate other members of the team.

To be responsible for organising and planning own caseload and where appropriate other members of the team, to ensure the needs of the service are met, readjusting plans as situations and priorities change.

To maintain a professional portfolio for continuing professional development to demonstrate specialist clinical competencies and compliance with Trust policies and Professional Code of Conduct.

To create an environment that supports lifelong learning through provision of advanced pre and post registration training.

To provide support and education to colleagues both within and outside of the unit

To act as a source of expert advice for therapy colleagues, nursing and medical staff and other MDT members providing professional or clinical advice and discussing complex cases.

To advise and liaise with the professional lead Speech and Language Therapist in matters concerned with specialist areas.

To provide induction, supervision, assessment and training to students on clinical placement, liaising with the student coordinators as appropriate.

To demonstrate evidence of clinical expertise in this field and working to evidence based practice by regularly undertaking audit activity as part of a role.

To critically evaluate research and apply where appropriate to practice and demonstrate a knowledge and understanding of national guidelines and legislation to ensure this knowledge is disseminated to the Therapy Manager, Professional Head and the wider MDT.

To assess patients understanding of treatment offered, gain consent and have the ability to work within the legal framework with patients who lack capacity to consent to treatment as outlines in the Trust's consent guidelines.

Management / Leadership:

- To manage own caseload and time effectively and efficiently responding appropriately to frequently changing demands, and unexpected urgent changes.
- To adhere to Trust and Professional policies and procedures regarding own advanced role and contribute to their ongoing development and review.
- To ensure all aspects of clinical governance are dealt with efficiently and effectively e.g. Datix reports are completed when required, patient complaints are processed in a timely manner and all mandatory training is completed when required.
- To propose changes for own service where appropriate and liaising with other disciplines when these protocols and guidelines impact on other clinical areas and professions.
- To work collaboratively with the Therapy Manager and Quality Improvement Leads to evaluate activity, outcomes and effectiveness to ensure the service delivery is of the highest standard possible.
- To participate in recruitment and selection process when required.

- To work collaboratively with the Therapy Manager and Quality Improvement Lead to deliver service improvement.

Decisions, judgements and freedom to act:

- To be professionally and legal accountable for all aspects of own work including the management of patients working to a specific agreed job plan.
- The post holder will use advanced analysis and judgement and make independent complex decisions during the assessment process to arrive at a diagnosis and then plan a programme of treatment.
- To be professionally accountable for own and teams actions and aware of professional boundaries.
- To report to the Therapy Manager and participate in annual appraisal.
- To participate in supervision in accordance with Therapy Centre / Trust policy and undertake appraisals.
- To advise Therapy Centre, Trust and external colleagues on clinical and service issues, assisting then in complex decision making regarding clinical and operational decisions.
- To be proactive in developing and implementing policies, procedures, guidelines and protocols specifically for the management of the services within the posts remit.

Communication and relationships:

- To communicate complex information to users of the service and their carers, regarding their condition and treatment options using advanced communication skills to convey contentious or sensitive information where there are barriers to misunderstanding.
- To support the wider MDT and Therapy teams to communicate effectively when appropriate.
- To be an advocate for all of the therapy professions within the Centre and maintain an appropriate network of external contacts.
- To develop and maintain effective communication, feedback and engagement with customers of the service, including Consultants, GP's, patients and carers.
- The focus will also include promotional work with referring agents, other trust services, community / primary care, social care, voluntary and private sectors. To work with the Coordinators or TQIL to manage any complaints regarding the service ensuring that they are dealt with in a prompt and professional manner.
- To develop and maintain IT skills to support communication requirements.
Systems and Equipment:
- To use appropriate equipment within the remit of the post, adhering to agreed instructions / manufactures guidelines.
- To be responsible for own safety and competent use of all equipment used by staff by ensuring all staff attain and maintain the required competency levels

through attending induction and ongoing annual equipment training sessions. To demonstrate the safe use of equipment loaned to patients, ensuring documentation is complete and instruction given.

- To keep up to date with new developments in equipment and technology in order to maintain own and the teams competency levels in order to advise others e.g. regarding procurement.
- To be responsible for the sourcing and purchasing of equipment ensuring that cost and quality issues are taken into consideration when suppliers are selected and liaising with the Therapy Manager regarding decisions.
- To undertake annual Trust and professional statutory training to maintain competency in safe use of all equipment and to keep records of own attendance.
- To assist the Centre Manager in the development and maintenance of appropriate information management systems.
- To use correct procedures with regard to the safe and competent prescriptions, issue, use and retrieval of Therapy equipment.
- To acquire a robust understanding of the Trust Cardiac arrest and emergency procedures and to understand the Therapy role.

Physical, Mental and Emotional demands of the job

- To perform tasks involving the handling of patients or loads on a frequent, sometimes unavoidable and repetitive basis- as applicable to the role (refer to the clinical section)
- The workload is frequently very complex and challenging, and is usually delivered under significant time constraints.
- The post holder will be imparting unwelcome or sensitive news on a frequent basis, regarding treatment outcomes, rehabilitation prospects or condition deterioration. To develop and maintain an ability to cope with and prioritise many unexpected work demands and deadlines.
- To develop own competences in handling the complexity of issues relating to the management of people and frequently be required to deal with distressed or unpredictable behaviour from patients, their carers and staff members, for example, when dealing with complaints and patients / carers.
- There is a frequent requirement for periods of prolonged concentration.
- The post holder will frequently encounter unpleasant working conditions.

Person Specification

	Essential	Desirable
Qualifications	• Example • Example • Example	

Experience	• Example • Example	
Knowledge and skills		• Example • Example • Example
Other	• Example • Example • Example	

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.

