

# Position Description

*There to care. Here for good.*

<b>Position Title:</b>	Home Care Speech Pathologist
<b>Reports to:</b>	Senior Speech Pathologist
<b>Salary / Classification Level:</b>	Helping Hand Health Professional Collective Workplace Agreement 2016, Health Care Services
<b>Reporting to this Position:</b>	Speech Pathology Students

## *Purpose of the Position*

To deliver a range of speech pathology services including the coordination, management and provision of quality communication and swallowing services for clients across Helping Hand's Home care services. To contribute to the facilitation of speech pathology student placements.

## *Your Team*

The Speech Pathologist role is a member of the Allied Health Home Care Services Team and works closely with other allied health professionals, clinical staff and other staff across Home Care Services.

## *Other Key Relationships*

This role works closely with clients, their families, groups and communities as well as other service providers and professionals. The position forms professional networks with other stakeholders internally and externally. They will collaborate and work with other Speech Pathologists and staff including the Dietetics team on activities and projects supporting the broader business outcomes.

## *Key Outcomes and Responsibilities*

### **Lead and training staff**

- / Support Senior Speech Pathologist to develop, implement and review policies, priorities and procedures for Speech Pathology services, including internal organisation of client priorities, allocation, coordination of individual and group services, and education activities over Home Care services.
- / In conjunction, with Senior Speech Pathologist provide leadership and role modelling, particularly in the areas of contemporary and best practice within allied health service and quality assurance programs.
- / In conjunction with Senior Speech Pathologist provide information, coaching and mentoring for staff to support routine Speech Pathology services to meet standards of practice.
- / Support Senior Speech Pathologist with assessment, planning, implementation and evaluation of Speech Pathology education and staff development programs.
- / Participate in and contribute to the interprofessional education and development activities of the organisation.
- / Support with Speech Pathology student placements.
- / Collaborate with other staff to support student learning and develop and maintain external networks related to residential care and home care support services.

### **Safety, quality and risk**

- / Ensure high quality Speech Pathology services are effective, functional and ongoing and meet the relevant quality standards across the organisation.

- / Monitor competencies of direct reports (staff and students) to meet required quality standards.
- / Ensure that the workplace is monitored to effectively manage risks to staff and that health and safety policy, procedures and guidelines are implemented and monitored.
- / Ensure that the health and safety responsibilities of staff are understood and adhered to by all staff.
- / Contribute to the development and maintenance of a quality management system for the Metropolitan Division that provides a continuous improvement focus consistent with the Organisation Plan and any legislative requirements.
- / Support Senior Speech Pathologist to ensure effective and efficient responses to complaints, suggestions and comments.

### **Customer Service**

- / Provide comprehensive and contemporary, evidence-based speech pathology services to clients in accordance with each client's individual needs, barriers and interests.
- / Support a culture of high-quality customer service to clients.
- / Liaise with staff, relatives/caregivers and external agencies involved in the clients' care.
- / Act as a professional information and educational resource for students, staff members, clients and family.
- / Develop relationships and care pathways with external agencies involved with clients to ensure appropriate continuity of care and encourage the development of supportive interagency collaborations.
- / Promote open and responsive feedback to monitor and evaluate client satisfaction via the Helping Hand client feedback and engagement processes.
- / Assist to Identify and implement opportunities to improve the perceptions and service experience of clients and their families/caregivers.
- / Promote open and responsive feedback to monitor and evaluate client satisfaction via the Helping Hand client feedback and engagement processes.
- / Provide input to the development and review of Allied Health services, assessment and admission practices within the Helping Hand sites and services to ensure current practices are appropriate and best practice.
- / Identify opportunities for service development and delivery innovation, growth and expansion.

### **Professional and technical skills**

- / Experience in working within a strength-based framework and working within the models of speech pathology practice.
- / An understanding of and ability to conduct clinical assessments and establish measurable/focused goals, individual progress plans and quality of life outcomes in consultation with each client.
- / An understanding of case management and the ability to monitor, review and assess client progress through the service and against the case plan.
- / Ability to provide comprehensive evidence-based guidance to third and final roster Speech Pathology students.

### **Teamwork and communication**

- / Support the development and maintenance of a culture of positive teamwork across the Home Care Services Team.

- / Demonstrate a commitment to teamwork and the maintenance of a supportive work environment.
- / Contribute to team and organisational outcomes through co-operative and collaborative interactions.
- / Resolve any workplace conflict in a professional manner and through the correct organisational processes.
- / Participate in regular and professional communication with staff, clinicians and managers.
- / Participate in supervision and support as required.
- / Actively participate in the Performance and Professional Development review and plan as required.
- / Foster effective communications and feedback both externally and internally.

### **Commitment to ongoing development and managing change**

- / Commitment to continual professional and personal development
- / Demonstrate flexibility and initiative during periods of change.
- / Attend all compulsory training sessions identified by the organisation and undertake other training and development as required.
- / Actively seek and engage in the ongoing development of professional and personal skills, knowledge and competencies.

## **Selection Criteria**

### **Qualifications / Experience**

- / Tertiary qualification in Speech Pathology and eligibility for membership of Speech Pathology Australia.
- / Demonstrated experience providing speech pathology services to adult clients in aged-care, acute or rehabilitative environments.
- / Demonstrated experience in assessing and evaluating functional needs of clients and providing group and individual speech pathology services.

### **Essential**

- / Demonstrated high level interpersonal skills, with the ability to liaise with people from a diverse range of backgrounds and the ability to be cross culturally sensitive.
- / Demonstrated commitment to continual professional and personal development.
- / Ability to initiate and maintain effective working relationships at any level within a large scale organisation.
- / A working knowledge of local community services and networks.
- / Excellent verbal, written and electronic communication skills.
- / Current driver's license.
- / CPR certificate.
- / Valid NDIS Worker Screening clearance or be willing to obtain one.

### **Desirable**

- / Experience in the aged care sector
- / Experience in the provision of clinical education or other tertiary provision of education (e.g. tutoring, lecturing, mentoring).

## *Customer Service, the Helping Hand Way*

We deliver our service guided by our *Five Golden Standards*

- 1 We always offer choice.
- 2 We engage.
- 3 We speak clearly, politely and respectfully.
- 4 We deliver on our promises.
- 5 We make their day!

### *Helping Hand's Code of Conduct*

Our Code of Conduct reflects *The Helping Hand Way* and expects you to act with:

#### *Compassion*

- / Demonstrate your concern for others and do everything you can to help.
- / Recognise and consider people's feelings and circumstances.
- / Treat others with respect, courtesy, care and compassion.
- / Support and value the contribution of other team members.

#### *Respect*

- / Recognise and consider people's feelings, choices and rights.
- / Maintain the privacy and confidentiality of others at all times.
- / Conduct yourself with honesty, fairness and integrity.

#### *Excellence*

- / Undertake your work with professionalism, to a high standard and with the appropriate skill and care.
- / Take responsibility for your actions and behaviours.
- / Strive to improve the quality of services to our clients and to each other.
- / Go the extra mile in order to deliver the best outcomes.
- / Strive to create new and better ways of doing things.

#### *Community*

- / Foster connection with our clients, our teams, each other and our community.
- / Value and support difference in our community and value the contribution that difference provides to us.

### *Work, Health & Safety*

*Arrive Safe, Work Safe and Go Home Safe*

- / Make sure you keep your safety and others safety top of mind. Work safe all the time!
- / If you notice someone doing something unsafe, ask them to stop or find a safer way.
- / Do the training we ask you to do, it's for your own and others safety.
- / If you notice something that is a potential risk or hazard to your safety or others safety, report it. Hazards can turn into accidents! Watch out for spills, things in the way of people, equipment that isn't working.
- / If you report it, be a part of the solution. We need your ideas, solutions and feedback.
- / If you need equipment to do your job safely, make sure you use it. It's there to keep you safe.
- / If equipment isn't working properly, tell everyone around you and then tell us so we can fix it.
- / If you are involved in an incident or are injured, tell us straight away. Your supervisor will be able to help you.