

# Position Description Speech Therapy Aide

<b>Job family</b>	Specialist and Professional Services (SPS)
<b>Workforce capability framework level</b>	SPS 7
<b>Reporting to</b>	Elizabeth Bell
<b>Directly supervising</b>	Nil
<b>Date prepared</b>	13 May 2021

## Position purpose

To ensure Learning Links' therapy services are delivered in way that:

- provides high quality, evidence based therapeutic services at our service centres for families using NDIS funding, under the guidance of a Supervising Speech Pathologist;
- contributes to breaking the cycle of disadvantage for children with learning difficulties; and
- is consistent with and supportive of strategic and operational plans, policies and procedures.

More specifically:

- Deliver intervention for children with communication needs according to a documented intervention plan and direction from a Supervising Speech Pathologist in service centres and/or school programs;
- Contribute to goal setting and reviews for individual families and children accessing Speech Pathology services;
- Document client progress in line with Learning Links' Policies and Procedures and with Speech Pathology Australia's Code of Ethics;
- Work as part of a multidisciplinary team of Psychologists, Educators and Occupational Therapists ;
- Provide great customer service and build positive customer relationships through effective communication;
- Actively participate in supervision and professional development to support delivery of quality services; and
- Achieve individual and team KPIs to support Learning Links' strategy for growth.

### Document Control

Completed by: E Bell	Date: 13/05/21
Reviewed by: S.Montgomery	Date: 19/05/21

### Employee sign off and acceptance

I have read, understand, and accept the expectations of the Speech Therapy Aide Role.

Employee:	Signature:	Date:
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*The statements within this PD are intended to describe the general nature and level of the work being performed. This is not an exhaustive list of all duties and responsibilities associated with the position. Management reserves the right to amend and change responsibilities to meet business and organisational needs as necessary.*

**Please print this page only, sign your acceptance, and return this page only to Human Resources at Learning Links**

## Strategic core requirements

Key responsibility areas	Capability requirements	Key performance measures
<b>Sector and organisation purpose and values (Level 7)</b>	<ul style="list-style-type: none"> <li>• General knowledge of human rights based approaches relevant to Learning Links</li> <li>• Understands the role, vision, mission and values of Learning Links</li> <li>• Aligns with sector and organisation approaches and values.</li> <li>• Understands the strategic direction of Learning Links</li> <li>• Detailed understanding of the role, vision, mission and values of Learning Links and the services offered Aligns with Allied Health sector approaches and values.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of mission and strategic priorities of Learning Links.</li> <li>• Behaves consistently in line with Learning Links' values, policy and procedure.</li> <li>• Applies organisation, sector and industry knowledge to everyday work.</li> </ul>
<b>Leadership and teamwork (Level 7)</b>	<ul style="list-style-type: none"> <li>• Supports other team members by sharing knowledge, expertise and information.</li> <li>• Participates in supervision and professional team meetings.</li> <li>• Able to work with other teams, schools and/or service providers.</li> <li>• Plans and schedules own work</li> <li>• Monitors progress against work plans and required outcomes and takes appropriate corrective action.</li> </ul>	<ul style="list-style-type: none"> <li>• Engages in professional and team activities where possible.</li> <li>• Achieves individual KPI's, contributing to team performance.</li> </ul>
<b>Communication (Level 7)</b>	<ul style="list-style-type: none"> <li>• Able to communicate and work effectively with other professionals and disciplines and administrative staff.</li> <li>• Has effective listening skills and seeks, provides and shares information in an appropriate and respectful manner.</li> <li>• Uses positive engaging techniques and adapts own communication style to needs of other person.</li> <li>• Prepares and contributes to reports and communications to Supervising Speech Pathologist</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates productive working relationships with both internal and external customers.</li> <li>• Conducts oral and written communications consistent with Learning Links' values and procedures.</li> </ul>

<p><b>Customer relationships</b> <b>(Level 7)</b></p>	<ul style="list-style-type: none"> <li>• Maintains regular communication with clients, families, supervisors, managers and other team members appropriately</li> <li>• Develops the capability to effectively assist clients with needs and expectations and problem solve appropriate solutions relevant to day-to-day work</li> <li>• Develops working relationships with other work areas in the organisation to assist in customer service</li> <li>• Develops relationships with clients and families</li> <li>• Maintains confidentiality and understands diversity</li> <li>• Involves supervisor, manager or more experienced staff in complex or sensitive matters requiring escalation</li> </ul>	<ul style="list-style-type: none"> <li>• Applies Learning Links' policy and procedure correctly on customer matters.</li> <li>• Plans, documents and reports regularly on appropriate and agreed customer interaction and relationship activities.</li> <li>• Applies problem solving and conflict resolution skills effectively with support.</li> <li>• Seeks advice and support from Supervising Speech Pathologist and/or Therapy Manager where appropriate</li> </ul>
<p><b>Personal accountability</b> <b>(Level 7)</b></p>	<ul style="list-style-type: none"> <li>• Contributes to the implementation of Learning Links as a Child Safe Organisation through maintaining current awareness and/or training in order to be informed and support all children within legislative frameworks and best practice guidelines.</li> <li>• Ensures adherence to organisation policies &amp; procedures and all relevant government legislation and relevant standards.</li> <li>• Ensures appropriate use of resources.</li> <li>• Encourages others to make a positive contribution to the work environment and to health, safety and wellbeing.</li> <li>• Adopts a professional approach to personal accountability.</li> </ul>	<ul style="list-style-type: none"> <li>• Complies with safe work practices for self and team members, including adopting a proactive approach to risks and hazard control and minimisation.</li> <li>• Uses appropriate judgement in relation to allocation and use of resources with support.</li> <li>• Complete external Accredited Child Protection Training &amp;/or Child Protection Awareness Training refresher course/s within identified timeframes as required by Learning Links</li> <li>• Identify, communicate and escalate Child Protection concerns to immediate manager / GM Q &amp; I immediately</li> <li>• Seek support/ guidance/ clarification from the program manager/ Learning Links' manager in regard to Child Safe information and/or procedures</li> <li>• Fulfil individual responsibilities as a legislated mandatory reporter with support from Supervising Speech Pathologist and lodge reports as required for children identified as being at Risk of Significant Harm</li> </ul>

<b>Innovation</b> (Level 7)	<ul style="list-style-type: none"> <li>• Develops understanding of the Learning Links' expertise and market position.</li> <li>• Identifies opportunities for innovation.</li> <li>• Takes personal responsibility for continuous improvement and quality in own work.</li> <li>• Solves most problems in own work and participates in wider problem identification and resolution tasks.</li> </ul>	<ul style="list-style-type: none"> <li>• Makes recommendations and assists in the development of new practices based on experience and contact with internal and external customers.</li> <li>• Adopt a continuous improvement approach to the delivery of services and programs.</li> </ul>
<b>Experience and</b>	<ul style="list-style-type: none"> <li>• Currently in third or fourth year of qualifying Speech Pathology degree</li> <li>• Student registration with professional body maintained where possible</li> <li>• Undertakes professional learning to build skills as appropriate to the role</li> </ul>	<ul style="list-style-type: none"> <li>• Attends internal professional development opportunities according to availability</li> <li>• Participates in supervision</li> </ul>
<b>Key responsibility areas</b>	<b>Capability requirements</b>	<b>Key performance measures</b>
<b>qualifications</b> (Level 7)		

**Functional requirements**

<b>Key responsibility areas</b>	<b>Capability requirements</b>	<b>Key performance measures</b>
<b>Person centred knowledge and application</b> (Level 7)	<ul style="list-style-type: none"> <li>• Develops understanding of the principles and applies knowledge of: the range of individual choices, goals and aspirations; the process of collaborating with individuals to identify these; the process of developing plans which involve multiple services and networks of support.</li> <li>• May assist with the implementation and review of person centred tools within service offerings.</li> </ul>	<ul style="list-style-type: none"> <li>• Observes and follows guidance on clinical practice provided by experienced staff.</li> </ul>

<p><b>Service delivery (Level 7)</b></p>	<ul style="list-style-type: none"> <li>• Develops understanding and capacity to deliver intervention in communication disorders</li> <li>• Communicates with other professional staff.</li> <li>• With necessary guidance, refers a person appropriately and able to advocate for the person if required.</li> <li>• Undertakes fee for service work under supervision.</li> <li>• Reflects on practice and performance; responds to feedback from more experienced staff.</li> <li>• Participates in clinical supervision</li> <li>• Participates in professional team meetings and supervision</li> </ul>	<ul style="list-style-type: none"> <li>• Implements agreed practices and activities consistent with the Learning Links' values and objectives.</li> <li>• Achieves good quality and quantity in service delivery consistent with individual and team KPIs.</li> <li>• Appropriately escalates issues or situations to the Clinical Leader and/or Manager, providing information on status and actions taken.</li> </ul>
<p><b>Service outcomes, development and evaluation (Level 7)</b></p>	<ul style="list-style-type: none"> <li>• Learns to assess the effectiveness of service offerings and progress with goals in a person's plan.</li> <li>• Learns to utilise specific tools to measure progress and to adjust support provided to the person.</li> <li>• Assists senior staff with the planning, development and evaluation of service offerings.</li> <li>• Under guidance will utilise service development and evaluation methods and estimate and review service components.</li> </ul>	<ul style="list-style-type: none"> <li>• Applies agreed outcome measures for children and families at Learning Links in RBA framework.</li> <li>• Seeks guidance from the Supervising Speech Pathologist when needed on professional and evaluation issues or practices.</li> </ul>
<p><b>Participation and inclusion (Level 7)</b></p>	<ul style="list-style-type: none"> <li>• Communicates with the child and family in collaboration with Supervising Speech Pathologist to ensure that progress towards individual goals is regularly discussed and acted on.</li> </ul>	<ul style="list-style-type: none"> <li>• Monitors and records progress on meeting the child and family's individual goals.</li> <li>• Responds to feedback from clients on satisfaction and participation in the establishment and achievement of individual goals.</li> </ul>
<p><b>Key responsibility areas</b></p>	<p><b>Capability requirements</b></p>	<p><b>Key performance measures</b></p>
<p><b>Community engagement and education (Level 7)</b></p>	<ul style="list-style-type: none"> <li>• Develops capabilities and assists in the implementation of community knowledge sharing, training and coaching activities and plans.</li> <li>• Assists in identifying and assessing needs.</li> <li>• Assists in developing and maintaining networks of community organisations and volunteers.</li> </ul>	<ul style="list-style-type: none"> <li>• Represents Learning Links professionally when interacting in the community.</li> </ul>

Developed using the NDS [workforce capability framework](#) . Funded by the NSW Department of Family and Community Services.

<b>Reporting, documentation and administration (Level 7)</b>	<ul style="list-style-type: none"><li>• Carries out reporting, documentation and administration tasks for Educational Therapy including case notes and plans. Maintains session notes, plans and required documentation for individual children and other programs as required.</li><li>• Effectively uses technology; captures necessary data.</li><li>• Ensures preparation for meetings.</li></ul>	<ul style="list-style-type: none"><li>• Follows Learning Links' procedures in relation to files, data, client information and records.</li><li>• Effectively uses technology required by Learning Links.</li></ul>
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