



Job Description

Therapies Technician

Reporting to: Specialist Speech and Language Therapist/Occupational Therapist

Responsible for: This role may involve line management responsibility for junior Team Members.

Aims of the post

The post holder will be responsible for supporting clinical work as part of the Phoenix Integrated Therapies Team, representing the organisation by providing support and guidance to team members across the group and ensuring a child/young person/young adult focused service.

The role is a collaborative one working with individuals and groups across professional and organisational boundaries.

Main purpose of the job

- To work as a key member of the Allied Health Professional (AHP) team providing essential support to enable the service to deliver a high-quality therapy service to children, young people and adults.
- To deliver a range of work tasks and interventions independently under the direction of a Speech and Language Therapist (SaLT) or Occupational Therapist (OT) (with and/or without direct supervision).
- To hold responsibility for a specific defined workload as agreed with the allocated supervisor. This will involve planning, organising and documenting of key activities, as well as supporting any project work or service development.
- To hold responsibility for specific defined tasks, which support the service provided by the Integrated Therapies Team. This will include contributing to the assessment as well as provision of direct therapy and training where required.

Competency 1: Clinical work

- 1.1 To support the SaLT's and OT's in the delivery of group and individual therapy.
- 1.2 To deliver groups independently under the supervision of a SaLT/OT.
- 1.3 To deliver individual programmes of work designed and supervised by a SaLT/OT.
- 1.4 To participate in the assessment and evaluation of therapy programmes, amending therapy implementation (within agreed limits) where appropriate and reporting such amendments to the supervising Therapists.
- 1.5 To liaise with other professionals, support Team Members, Parents and Carers, ensuring that they understand the therapy programme and use of resources/equipment, under the supervision of the therapists.
- 1.6 Demonstrate an ability to communicate with children, young people and adults in an appropriate manner where a number of barriers may exist e.g. mental state, cultural, language barriers, sensory impairment, behaviours that challenge.
- 1.7 Use a range of verbal and nonverbal communication techniques to communicate effectively with the child, young person or adult and/or their family or carers in order to encourage co-operation and implement an appropriate intervention plan.
- 1.8 To present and communicate clinical information to the multi-disciplinary team/other professions, in a format agreed with therapists, in order to inform decision making around particular individuals that we support.
- 1.9 To use judgment to modify and adapt activities and interventions, whilst maintaining the level of intervention, to suit the context and individual.
- 1.10 To attend specialist meetings, with or without a Registered Therapist present.
- 1.11 To demonstrate duties to SaLT/OT students and less experienced team members.
- 1.12 Day to day supervision of less experienced team members such as students and Speech and Language Therapy/OT Assistants.
- 1.13 To implement treatment programmes independent of the therapist according to an agreed plan set by the therapist, adjusting to suit the individual or group as programmes progress.
- 1.14 To assist in the design and development of treatment programmes to meet the treatment objectives set by the SaLT/OT.
- 1.15 To carry out specified observation (auditory and visual) and information gathering to contribute to the SaLT/OT assessments.
- 1.16 To demonstrate input to other educators and parents/carers.
- 1.17 To use initiative to prepare and organise therapy activities and equipment for own or other's therapy sessions.
- 1.18 To prepare and organise therapy activities, resources, training materials and equipment for own or other's therapy, within the programme agreed by the supervising Therapist.
- 1.19 To provide advice, teaching and training to colleagues regarding the child, young person or adult within own scope of practice.
- 1.20 To plan a timetable of activities for therapy sessions.
- 1.21 To raise the need to review a programme with the SaLT/OT following analysis of a child, young person or adult's response to the intervention.

- 1.22 To recognise potential conflict when it occurs and seek advice and support from a supervisor or line manager to find a resolution.
- 1.23 To form productive working relationships with the People we support who may be under stress and/or have challenging communication difficulties and to motivate them to engage.

Competency 2: Service development, research and admin. duties

- 2.1 To carry out a range of administrative duties including answering queries, booking appointments, and gathering data.
- 2.2 To complete case notes, collaborative working documents and other record keeping requirements following clinical sessions and liaison meetings.
- 2.3 To support the administrative work of the Integrated Therapies Team and initiate appropriate administrative tasks when required.
- 2.4 To monitor stock levels, along with colleagues, in own service area and requesting new equipment and resources as appropriate.
- 2.5 To create a range of therapy resources for the SaLT's/OT's as required.
- 2.6 To provide data and other statistical information as required.
- 2.7 To gather informed consent to treatment and document in accordance with service procedures.
- 2.8 Appropriate risk and other assessments are completed and documented in a timely manner in accordance with company policy.
- 2.9 Ensure all equipment/tools/materials used for therapeutic activities/interventions are maintained in a safe and proper condition and appropriately risk assessed.
- 2.10 To participate in the implementation and monitoring of evidence-based practice.
- 2.11 To participate in AHP research projects as required.
- 2.12 To comment on policy development from the perspective of a Therapies Technician.

Competency 3: Personal and professional development

- 3.1 Undertake mandatory training and any other training relevant to the role as required by the organisation.
- 3.2 To attend relevant in-house training sessions, team meetings and away days.
- 3.3 To maintain and extend clinical knowledge by reading, case discussion or attending training and special interest groups.
- 3.4 To have regular contact with the SaLT's/OT's for development of clinical skills and to liaise regarding current caseload.
- 3.5 To work positively with colleagues to maintain effective relationships.
- 3.6 To be continually committed to Neurodiversity Affirming practice and own development of skills and knowledge in this area.

Competency 4: Safety & wellbeing

- 4.1 Take care of your own safety and wellbeing and that of people who may be affected, including People we support, fellow Team Members and visitors by what you do (or do not do).

- 4.2 Cooperate with others on safety and wellbeing, and not interfere with, or misuse, anything provided for your health, safety or welfare.
- 4.3 Follow the Organisation's Policies and procedures, training and instruction you have received while at work.
- 4.4 Immediately report and safety and wellbeing concerns to your line manager.

Competency 5: Relationships

- 5.1 Establish and maintain balanced and cordial relationships with Team Members, leaders, customers, the local community and other parties to whom Phoenix has dealings.
- 5.2 Always represent the Organisation and our services in a professional way.
- 5.3 Work as an integral part of the operational team; supporting the operations team to provide high quality customer service.

Competency 6: Personal responsibilities

- 6.1 Maintain a clear understanding and provide up to date knowledge of the legal frameworks within which our services operate; supporting to develop relevant policies in line with current legislation and keeping abreast of modern procedures and best practice.
- 6.2 To be responsible for organising and prioritising own workload daily and strategically.
- 6.3 Understand your responsibilities for safeguarding when interacting with People we support, their personal information and when visiting any of our services.
- 6.4 To maintain appropriate confidentiality of information relating to the Company and its Team Members and maintain compliance with the Data Protection Act and General Data Protections Regulations (GDPR).
- 6.5 This role will act as a role model for the Phoenix Values and Code of Conduct.

Competency 7: Working conditions

- 7.1 The post holder will be required to regularly lone work.
- 7.2 They may experience children, young people or young adults who present with distressed or stress behaviours and anxiety and who find it difficult to engage with formal means of assessment.
- 7.3 They will be expected to cope with relatives or carers experiencing, anxiety, shock and distress.
- 7.4 They are likely to be required to impart complex or sensitive information to People we support or carers where understanding may be limited.
- 7.5 The post will require frequent travelling across a wide geography to various Phoenix Learning and Care settings and, on occasions, further afield, for example for own training.
- 7.6 The post holder will be required to work with technology to deliver the service and achieve their role within the team, for example, use of online platforms such as Microsoft Teams to attend meetings, deliver assessments, therapy or training.
- 7.7 The work will require the ability to sustain intense concentration for long periods of time.

Person Specification

APP – Application

INT = Interview

AST = Assessment

Essential Criteria	Measurement		
	APP	INT	AST
Knowledge relating to a range of core Speech and Language/OT activities.	✓	✓	
Experience of working with people with communication difficulties.	✓	✓	
Knowledge of AAC processes and devices.	✓	✓	
Educated to GCSE/NVQ 3 or equivalent and must be able to demonstrate high standards of literacy and numeracy.	✓		
Basic knowledge of and adult speech and language difficulties	✓	✓	
Word processing/typing skills.	✓	✓	
Intermediate level of IT skills	✓	✓	
Relevant work experience related to the clinical areas of this post.	✓	✓	
Good oral communication skills based on fluency of the English language – spoken and written.	✓	✓	
Excellent interpersonal skills, able to listen well.	✓	✓	
Able to demonstrate empathy with People we support, carers and families and colleagues.	✓	✓	
Able to communicate effectively particularly where difficulties in understanding exist.	✓	✓	
Able to organise workload and manage time.	✓	✓	
The ability to reflect on practice with peers / clinical supervisor.	✓	✓	
Driver with a full clean licence and willing to drive across services in the Southwest as required.	✓	✓	
Demonstrates awareness of standards of record keeping.	✓	✓	
Able to identify own strengths and needs.	✓	✓	
Able to identify when to seek support	✓	✓	
Understands the principle of confidentiality.	✓	✓	
Shows a realistic appreciation of the challenges of working with children and young people/vulnerable adults.	✓	✓	
Ability to work effectively under pressure, meet deadlines and prioritise workload.	✓	✓	

Desirable Criteria	Measurement		
	APP	INT	AST
Able to demonstrate an understanding of the therapy role	✓	✓	
Knowledge of the English education system	✓	✓	

Desirable Criteria	Measurement		
	APP	INT	AST
Experience of working with children, young people and adults with learning difficulties, and/or SEMH	✓	✓	

