



- Job Description:** Indigo Speech and Language Therapist (SLT)
- Special Terms:** Full-time, permanent Hybrid working (ideally two days in our office in Manchester for collaborative work)
- Salary:** £28,921+ 10% pension
- Accountable to:** Advanced Speech and Language Therapist
- Accountable for:** N/A

Role Summary

LGBT Foundation is an impactful, vibrant charity with a wide portfolio of well-established services and rapidly developing new initiatives aimed at meeting the needs of lesbian, gay, bisexual and trans people.

Indigo Gender Service is setting the national standard for a pioneering, localised and person-centred NHS primary care led partnership that enables trans, non-binary and gender variant people to reach their full potential. Indigo is delivered as a joint venture between LGBT Foundation and gtd healthcare.

Indigo Gender Service are looking for a Band 5 Speech and Language Therapist (SLT) to join our team. We are seeking an SLT to work as part of the Indigo Gender Service in Greater Manchester. Indigo Gender Service is an NHS commissioned Primary Care Service for trans and non-binary people in Greater Manchester. You will work alongside an Advanced Speech and Language Therapist as part of the Voice and Communication Therapy (VCT) team.

You will deliver a service in partnership with trans and gender diverse people to explore voice and communication and how best to support and facilitate the development of authentic voice. You will be culturally competent in LGBTQIAA+ culture and have a good awareness of equality, diversity, and inclusion. The service is delivered to meet the needs of service users and a strong co-production ethic is valued. You will be routinely required to work evenings and weekends and some longer days. As well as one-to-one initial and outcome appointments, you will support the delivery of group therapy via telehealth and in-person delivery.

Training and supervision on voice and communication change will be offered for you to develop skills and experience as described in the Royal College of Speech and Language Therapists' Trans and Gender Diverse Competencies Framework.

You will be funded** to study for a Postgraduate qualification in Gender Healthcare at the Royal College of Physicians (Online)

(**Fees only, study outside of work hours will be required).

You will be a qualified Speech and Language Therapist registered with the Health and Care Professions Council (HCPC) and a practising member of the Royal College of Speech and Language Therapists (or currently undertaking your RCSLT Newly Qualified Competency framework). Experience of working on voice and communication skills with trans and non-binary people, telehealth, group therapy, and membership of the RCSLT Trans and Gender Diverse Clinical Excellence Network is desirable

- The post holder will provide a speech and language therapy service, also known as “voice & communication therapy” (VCT) or “voice coaching” for trans people at the Indigo Gender Service in Greater Manchester.
- The post requires a flexible working pattern, with some longer days, evening work and weekend working, according to the needs of the service users.
- In collaboration with the Advanced Speech and Language Therapist and the multi-disciplinary team, the post holder will assess, treat and manage their own caseload as well as collaborating with others on the team to deliver speech and language therapy services.
- The post holder will contribute to the development, implementation, monitoring and adjustment of a care pathway for this new community-based and service user-focused service.
- The post holder should have a service user-led ethos, with insight into developing collaborative and culturally sensitive care plans for trans service users (also known as ‘co-production’).
- The post holder will independently manage a routine caseload, with supervision from the Advanced Speech and Language Therapist. The post holder will employ evidence-based practice (EBP), promoting this approach to all staff, volunteers and students. EBP includes the specialist skills of the practitioner, the evaluation and application of published peer-reviewed research and the service user perspective and culture.
- The post holder will have experience, knowledge and skills as defined in the RCSLT *Voice & Communication competency framework for Trans and Gender-Diverse Service users* (Level A, with aspiration to meet level B and C with sufficient experience gained during

employment), or be prepared to undertake training, supervision and continuing professional development to complete the RCSLT *Voice & Communication competency framework*.

- As such, the post holder will be aware of their clinical limits and need for regular supervision and support in clinical decision-making. Regular supervision, training and service user case discussion will be provided by the more senior speech and language therapy staff, in addition to training on trans awareness from the multi-disciplinary team.
- The post holder will be expected to undertake postgraduate study in Gender Identity Healthcare as part of their continuing professional development. Funding for course fees will be provided by the NHS commissioner or employer, but study will include significant self-directed study time outside of work hours.

The service has a strong commitment to pragmatic voice use in real situations, facilitating service users to use their authentic voice with other trans and non-binary people. The service aims to avoid developing dependence on the speech and language therapist and discouraging performative voice. The post holder will have an excellent understanding of fostering peer-support and peer-feedback in group therapy situations, as well as supporting those service users who are neurodivergent to access group situations by making reasonable adjustments.

We are taking positive action to encourage applications from people of colour (PoC) and other racially minoritised communities, trans*, non-binary, and/or older people (aged 50+), to improve the representation of colleagues from these communities in our staff team.

*Trans is an umbrella & inclusive term used to describe people whose gender identity differs in some way from that which they were assigned at birth; including non-binary people, cross-dressers, and those who partially or incompletely identify with their sex assigned at birth.

Role Accountabilities

Clinical responsibilities

Pre-referral

1. To raise awareness of the role of the speech and language therapist in voice and communication with trans individuals.
2. To promote and inform referring agents both within and outside the Indigo Gender Service team of the eligibility criteria for access to the service.
3. To provide information, training and support on the referral of trans individuals to the voice and communication therapy care pathway.

4. To evaluate, review and update referral documentation in collaboration with senior staff.
5. To review and update publicity materials to raise awareness of the service in collaboration with senior staff.

Referral and triage

1. To provide commissioners, the multi-disciplinary team, and service users with information on the speech and language therapy care pathway.
2. To negotiate timing of the initiation of care in collaboration with the service user and members of the multi-disciplinary team, as appropriate to meet the service user's presenting needs.
3. To provide oversight on the progression of service users through the care pathway, ensuring efficiency is balanced with service user-focused and personalised care.
4. To identify any incomplete referrals or additional information required prior to progressing the service user to the speech and language therapy care pathway.
5. To identify complex cases or those with additional needs and discuss these cases and/or refer these individuals with the Advanced Speech and Language Therapist.

Assessment

1. To provide assessment for service users with voice and communication needs and to provide for service users with complex needs or multiple co-morbidity with support and supervision from more senior staff and/or refer service users with such needs to senior staff.
2. To employ appropriate objective (computerised), and subjective (such as GRBAS) voice ratings and clinical tools for accurate and evidence-based assessment of service user's voice and communication, such as Praat assessment of frequency (pitch), Sound Pressure Level (SPL, or loudness) and screening for possible voice disorders using Cepstral Peak Prominence (Smoothed) (CPPS) measurements. Training will be provided.
3. To identify any existing voice pathology and make appropriate referrals to Ear, Nose and Throat (ENT), Specialist Voice services or other appropriate service prior to commencing voice and communication change.
4. To negotiate pathways and ensure timely referral to the multi-disciplinary team, including local voice care such as local speech and language therapy services; Ear, Nose and Throat (ENT), Audiology service, Mental Health and Wellbeing Teams, Counselling and other teams and specialists, with support as appropriate.
5. To identify any co-morbidity of speech, language, communication and/or feeding and swallowing and make appropriate referrals for unmet needs and/or incorporate support for the individual by adapting the care pathway. For example, individuals with social

communication needs (including autistic spectrum conditions) may require adjustments to the care pathway in order for them to engage with the service effectively.

6. To evaluate the service user's ability to comply with voice and communication therapy and work closely with the multi-disciplinary team to provide the best holistic care and avoid poor outcomes for the service user.
7. To deliver assessment online, or in-person according to the needs of the Service User(s).

Therapy

1. To contribute to the development, review and update of the voice and communication care pathway with information from outcome measures and feedback from service users, in collaboration with senior staff.
2. To contribute to the evaluation of care, by collating data and providing reports on the efficacy of individual and group therapy for the governance of the service.
3. To develop functional, holistic and culturally sensitive aims for therapy in close collaboration with the service user.
4. To provide information on key aspects of voice and communication change, including vocal hygiene, vocal aspects such as pitch, resonance, loudness, the use of language, articulation and non-verbal aspects of communication including facial expression, gesture, posture, seating and movement.
5. To design and deliver therapy activities that motivate the service user.
6. To design and deliver therapy activities using non-technical language, accessible to all service users including those with limited or no access to literacy.
7. To provide sufficient support which promotes self-care and independence, avoiding dependency on the clinician.
8. To design and deliver therapy activities that recognise the spectrum of gender identity, including non-binary identities and to avoid cisheteronormativity of stereotyped male and female identities.
9. To monitor service user's progress by implementing baseline measurements and carrying out outcome measures.
10. To demonstrate all activities, including voice and communication change to service users and as part of training and promotion activities. This will involve exploration of your own vocal range and may require training and supervision.
11. To ensure that service users are aware of how to monitor their vocal output and avoid strain and over-use which might lead to vocal pathology.
12. To deliver therapy online, or in-person according to the needs of the Service User(s).

Discharge

1. To report outcomes for service users and provide reports for the service user, and with the service user's permission, the multi-disciplinary team, GP and/or service commissioners.
2. To ensure service users are aware of how to safely maintain and/or develop skills acquired during therapy.
3. To provide a written summary of care addressed to the service user, shared with the multi-disciplinary team as appropriate.
4. **NB.** Confidentiality does not override safeguarding concerns.
5. To provide information on how to access appropriate self-help provision and liaise with local charities and self-help groups as appropriate.
6. To provide the service user with accessible information on how to re-access the service in the future.

Service user records, confidential information and audit

1. To maintain contemporaneous, comprehensive and complete service user records.
2. To ensure that service user records are kept confidential, except where safeguarding or legal aspects override this.
3. To ensure that electronic records are stored according to Information Governance policies and guidance.
4. To liaise with the service user and multi-disciplinary team to share information to ensure the best possible service user outcomes, with express consent from the service user.
5. To provide summaries of assessment, care, advice and recommendations with the service user, and with consent, others in the multi-disciplinary team concerned with the service user's care.
6. To contribute to the audit and reporting of baseline and outcome information in order to continuously improve the service.

Mode and location of delivery of the service

1. To plan and liaise with settings to deliver care.
2. To plan and timetable yourself and staff for online delivery slots and in-person care settings.
3. To deliver all aspects of the care pathway on a one-to-one, or group basis in person.
4. To deliver all aspects of the care pathway on a one-to-one, or group basis using Telehealth.
5. To design and deliver asynchronous learning and video resources.

6. Services may be delivered in a wide range of health care, community and care settings. The post holder will be expected to travel to these settings and may be required to stay overnight in order to be available at the start of the working day.

Health and safety

1. To be responsible for your own health and safety.
2. To act in the best interests of your own, your service users' and colleagues' health and safety.
3. To alert your line manager of any near-misses or incidents and to report these promptly.
4. To ensure infection control procedures and guidelines are implemented.
5. To ensure that any equipment is withdrawn from use if it becomes damaged or unsafe.
6. To request equipment and supplies in advance to ensure that safe working is maintained.
7. To attend any health and safety training as required.
8. To advise on any voice and communication specific issues of health and safety, including infection control.
9. To undertake risk assessment as appropriate to mitigate or avoid unnecessary risks to you, other staff or team members or service users attending the service.
10. To be fully aware of the additional risks of aerosol generation during voice work which may potentially spread COVID-19 and other airborne infections.
11. To be fully vaccinated (including regular boosters) for COVID-19 and other infections such as Hepatitis B and influenza, which may put service users and/or other staff members at risk.

Timing of service delivery

1. The post holder will be required to work according to a pattern that meets the service users' needs. Many service users will have working and/or caring responsibilities and so require treatment at various days of the week and/or times of day.
2. The post holder will be required to work at weekends.
3. The post holder will be required to work evenings.

Safeguarding

1. To undertake training and stay up to date with local guidelines and national legislation and clinical guidance on the safeguarding of vulnerable adults, young people and where appropriate, children.

2. To undertake safeguarding referrals and actions according to the needs of the service user.
3. To liaise with safeguarding professionals as required.

Professional responsibilities

1. To work according to the Royal College of Speech and Language Therapists' (RCSLT) clinical guidelines at all times.
2. To adhere to the Health & Care Profession Council's (HCPC) Standards of Proficiency.
3. To declare any conflict of interest to the organisation.
4. The post holder is required to be a practising member of the Royal College of Speech and Language Therapists, or to provide evidence of professional indemnity cover.
5. The post holder is required to be registered with the Health & Care Professions Council as a Speech and Language Therapist.
6. To ensure that service user confidentiality is respected at all times.

Diversity and providing accessible services

1. To work alongside professional interpreters (including deaf sign interpreters) to ensure informed consent and to provide assessment, therapy and advice in the service user's home language(s).
2. To ensure that services are accessible to service users with additional needs, and work to ensure that any reasonable adjustments are implemented.
3. To undertake training on LGBTQ+, disability and Ethnicity and other protected characteristics in order to ensure that service delivery is equitable for all groups.
4. To seek feedback from service users to ensure that the service is responsive to service users' needs.
5. To contribute to the monitoring and reporting of staff and service user diversity and assist in making any adjustments to ensure the target population(s) are reached effectively.
6. To have the face and lips clearly visible when communicating with service users, especially those with hearing impairment. Demonstrating speech sounds, breathing techniques, facial expression and other aspects of communication require the speech and language therapist to have their face in view for all service users, except where infection control requires a medical face cover (such as for COVID-19 safe practice). In these situations, the team should consider the impact on service user outcomes and arrange to have telehealth or other alternatives where the face may be seen.

Supervision, support and Continuing Professional Development (CPD)

1. To provide advice and training on speech and language therapy to colleagues in the multidisciplinary team as appropriate.
2. To recognise the limits of your clinical knowledge and seek appropriate advice and clinical supervision from senior colleagues and other members of the multi-disciplinary team.
3. To be a practicing member of the Royal College of Speech and Language Therapists.
4. To be a member of RCSLT Specialist networks, including the Trans and Gender-Diverse Voice and Communication Clinical Excellence Network (CEN).
5. To undertake training and/or Continuing Professional Development (CPD) as part of life-long learning each year, related to developing maintaining and skills with the trans and gender-diverse community.
6. To undertake the RCSLT Trans and Gender-Diverse Voice and Communication Competency Framework.
7. To provide supervision, training and support to others implementing training and care plans on your behalf, including speech and language therapy assistants, care navigators, volunteers, carers/partners of service users and students.
8. To liaise with local voice specialist speech and language therapists to increase confidence working with trans and non-binary service users, ensuring smooth referral to local services as required.
9. To be an Associated Member of the British Association of Gender Identity Specialists (BAGIS) and work towards full membership with sufficient experience and competency.

Research and service development

1. To contribute to data collection on service user outcomes and other aspects of the service to monitor and improve the service.
2. To contribute to the research of authorised and ethically approved research projects undertaken by others.

Student training and supervision

1. *After completing the Royal College of Speech and Language Therapists' Newly Qualified Competency Framework*
To provide clinical supervision for pre-registration speech and language therapy students attending an HCPC approved programme on a regular basis (Minimum 25 days per year or whole time equivalent).

2. To contribute to clinical placement planning, including liaison with local HEI placement coordinators (Universities offering pre-registration degree programmes).
3. To participate in the delivery of student training as a core aspect of service delivery, including block placements, day release, in-person and Telehealth placements, as required.
4. To attend regular training for Practice Educators at Higher Education Institutions (HEIs), typically every 2-3 years.
5. To offer training to Practice Educators in liaison within HEIs to raise awareness of the service and the service user group.

Other responsibilities

1. To deal with initial complaints sensitively and avoiding escalation where possible.
2. To complete statistical returns for the monitoring of the service quality and functioning.
3. To attend and contribute to staff and team meetings.
4. To attend other meetings as requested by the service lead.
5. To be responsible for the security and care of any equipment.
6. To be responsible for your own and service users' personal safety.
7. To adhere to service policies and procedures.
8. To attend/undertake and complete mandatory training.
9. To undertake induction and mentoring/supervision.
10. To manage your own time appropriately.
11. To maintain an electronic diary, shared with the team for planning purposes and facilitating cover for sick leave.
12. To undertake training on service systems and delivery systems including IT to deliver computerised assessments, feedback and telehealth.

IT skills

1. To use office software including word processing, e-mail, presentation, and basic spreadsheets.
2. To use telehealth software to deliver online one-to-one and group care, including screen sharing, breakout rooms and chat functions, such as Zoom, Microsoft Teams or similar.
3. To use apps and software for the measurement and monitoring of voice, including pitch and volume and the detection of possible voice disorders (CPPS).
4. To demonstrate apps and software (such as Voice Analyst) and facilitate service users to use these tools to facilitate remote assessment and therapy.
5. To use the EMIS patient information system or similar system as required (training will be provided).

6. To store service user information in a manner that ensures service user confidentiality, following Information Governance guidelines.

This job description will be subject to change according to the needs of the service users and service. Changes will be made after discussion between the post holder and their manager.

You must discharge your duties within the limits of your professional and clinical skills and within the policies and procedures of the service. You must seek clarification, advice and approval from a more senior member of staff if you are unsure.

All staff are expected to maintain a flexible approach to their roles and respond to the LGBT Foundation's changing needs. The responsibilities of this post may be changed subject to review, over a period of time. This will be done in consultation with the post holder.

LGBT Foundation Accountabilities

- Display a genuine commitment to equality of opportunity and an understanding of the issues faced by all LGBT communities. LGBT Foundation will challenge any discriminatory behaviour or language if it occurs.
- Further, LGBT Foundation has a commitment to using the insight gained through it's work to make the organisation more inclusive and representative of all LGBT communities.
- Completion of specific tasks allocated through work plans, project plans and the annual business plan of LGBT Foundation.
- Provision of monthly information (accurate data and informative commentary) within your areas of responsibility for performance management purposes.
- Compliance with LGBT Foundation's policies, procedures, management and monitoring systems.
- We are a learning and development organisation and will consistently provide and support opportunities for staff to exceed theirs and our expectations. In common with all staff, you have a responsibility for drawing attention to your own training needs as well as those of colleagues that you work with that LGBT Foundation will then aim to support you with.
- Any other duties in line with your skills and abilities, as directed by your line manager.
- All staff are expected to maintain a flexible approach to their roles and respond to the LGBT Foundation's changing needs. The responsibilities of this post may be changed subject to review, over a period of time. This will be done in consultation with the post holder.

Person Specification

We realise that we could miss out on incredible talent joining LGBT Foundation because someone might not see themselves in every single one of these criteria below. For example, research shows that women of colour are less likely to apply to a role if they don't meet all criteria.

Please don't be put off if you feel you don't tick all the boxes below. If you think you could be great for this job, but aren't entirely sure, please apply anyway.

Education and qualifications

- Qualified Speech and Language Therapist
- Current HCPC registration
- Current RCSLT registration

Experience

- Experience of delivering voice and / or trans voice and communication care
- Experience of providing professional training to service users, carers, and members of the multi-disciplinary team
- Experience of service development, evaluation and improvement
- Experience of working with service users to improve service delivery
- Experience of working in a multi-disciplinary team

Personal qualities

- Awareness of personal and professional boundaries
- Ability to concentrate for prolonged periods on complex task to deliver the care pathway
- Ability to write clear, accurate and accessible reports
- Ability to communicate clearly and effectively with a wide range of service users, carers, and professionals
- Culturally competent in working with people from a wide range of backgrounds, including ethnically diverse, LGBTQ+ and people with disabilities, and/or willingness to undertake training on these areas (Desirable)
- Ability to work autonomously
- Ability to communicate effectively with service users and carers, with a high level of sensitivity to emotional aspects of change
- Ability to communicate effectively with members of the multi-disciplinary team
- High resilience and ability to work in stressful situations
- Able to identify, implement and evaluate evidence-base to the care provided
- Excellent presentation skills (written, visual and oral)

Skills & Knowledge

- Ability to understand and apply Clinical Governance to all levels of care delivery
- To work at a specialist level from referral to discharge
- Specialist knowledge and skills in the assessment and treatment of voice in adults
- Effective presentation skills
- Ability to work with complex clinical cases, including co-morbidity and personal and emotional complexity
- Ability to work effectively in a stressful environment
- Ability to communicate effectively with a wide range of service users and team members from diverse backgrounds

This role, in common with all staff at LGBT Foundation, will be expected to display a range of competencies specific to their grade and area of work. These will be measured during annual performance appraisals, and there will be an expectation that staff will be able to evidence the ways in which they have met these competencies over the course of the year.

Terms and Conditions

- (i) **Hours** – 37 per week– with an expectation of evening and weekend work.
- (ii) **Annual Leave** – 26 Days per year – rising to 30 after 5 years' service (*pro rata where appropriate*) – plus bank holidays.
- (iii) **Probation Period** – Post subject to successfully completing a 6-month probationary period.
- (iv) **Hybrid Working** – As an organisation we follow a hybrid method of working. As a result, colleagues work from home and our centre in Manchester. Due to the nature of this role, there will be an expectation for at least a weekly presence within our Centre in Manchester in addition to supporting in-person clinic appointments at several locations across Greater Manchester. A commute would need to be self-funded so please bear this in mind if you don't live locally.

We understand that working for an LGBT organisation could impact on your identity, community and/or culture. If you would like to discuss this or any aspect of the role further, please contact Ellissia Porter on 0345 3 30 30 30 or ellissia.porter@indigogenderservice.uk