

Job Class Profile: Speech Language Pathologist III**Pay Level: CG-46 Point Band: 1190-1253**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	8	7	3	4	8	7	6	5	4	
Points	373	117	19	19	240	152	124	107	43	1194

JOB SUMMARY

The Speech Language Pathologist (SLP) III provides advanced professional, administrative, and clinical supervisory work for Speech Language Pathology service. Responsible for ensuring continuation, coordination and implementation of professional practice standards; development of and compliance with policies and procedures; strategic, human and budgetary resource planning; continuing education and staff competency; compiling, evaluating and reporting qualitative and quantitative data; evaluating performance; and conducting research and implementing evidence based practice. Also responsible to provide advanced and specialized clinical services such as diagnoses and treatment of clients with communication and swallowing disorders. Perform in the capacity of clinical leader across separate sites and locations throughout a region where the incumbent is the senior person within the profession, or in a broad program area where the incumbent has responsibility for other Speech Language Pathologist at the I and II level as well as support staff.

Key and Periodic Activities

- Provides supervision and coordination of human resource functions such as monitoring and approval of leave requests and overtime, providing consultation and administrative advice to staff, directs workload gathering of statistics to monitor staff productivity and allocation of human resources, directs and assists in caseload assignments, plans and evaluates work, assesses clinical competency, orientates and mentors new staff, and monitors and resolves conflicts.
- Plans and evaluates SLP services for the region or broad program area. This includes chairing, participating, or representing the department/service in various professional practice committees/groups and strategic planning meetings to review program delivery activities, review and evaluate professional standards, develop and implement policies and procedures, to set goals and priorities for program services, and to discuss and solve issues related to budget, space, equipment, supplies, and human resources.
- Conducts staff meetings to communicate information to staff; and implements and monitors compliance with policies, procedures, and professional standards.
- Collects, prioritizes, monitors, and reports on waitlist and makes recommendations for improvement, determination of staff assignments, and coverage of service.
- Leads or participates in quality initiatives, hospital accreditation, and accident/incident investigation activities. These involve organizing and conducting chart audits, analyzing data, and developing plans for improvement and monitoring; identifying and reporting unsafe equipment including maintenance, risk management, practices, material problems; and

Key and Periodic Activities

- ensuring compliance with safety standards and practices.
- Consults with a variety of stakeholders regarding program area, researches and analyzes trends and practices in support of clinical decisions, promotes research activities, and prepares reports or oral presentations on this or other related or unrelated information.
- Plans, develops, facilitates, delegates, and coordinates education programs for staff development; develops and implements orientation programs; and coordinates or supervises student placements.
- Provides direct client care which involves providing diagnostic assessments on clients for treatment of speech, language, and swallowing disorders, interviewing clients and their families, administering tests, researching, determining diagnosis, developing and implementing treatment plans and training packages, assessing progress, developing future steps, documenting treatments, preparing reports for referral sources, and providing counseling to clients and their families.
- Participates in hospital team rounds and family and Individualized Support Service Plans (ISSP) meetings and case conferences; and collaborates with other disciplines to provide care for clients and to complete work on projects or professional activities.
- Evaluates, identifies needs, researches, prioritizes, and makes recommendations for budgets and briefing notes submissions; monitors the division budget to determine variances; identifies action plans to address any variances; and prepares operational plans for the division.
- Recruits new staff for vacancies; attends and provides input into hiring decisions; and completes performance evaluations including the review and discussion of evaluation information with staff.
- Develops and leads health promotion activities including workshops. Researches speech, language, and literacy development literature, develops resources (i.e. pamphlets, handouts, etc), and implements programs and training packages to be used by clients, families, educators, and the community.
- Collaborates or acts as a consultant/advisor to the healthcare team, the community, and other speech language pathologists across the region regarding speech language conditions/disorders, education, and treatment.

SKILL

Knowledge

General and Specific Knowledge:

- Speech, language and dysphasia services, treatment, procedures, and current best practices
- Anatomy, physiology, linguistics, human communication disorders
- Swallowing and feeding disorders
- Diagnostic assessments, tests, treatment, and documentation processes
- Diagnostic, educational, and assistive technology tools
- Strategic direction and service delivery, as it relates to field
- Workload measurement tools
- Organizational policies and procedures

- Statistics and research methods

Formal Education and/or Certification(s):

- Minimum: Graduate degree in Speech Language Pathology and certification with the Canadian Association of Speech Language Pathologists and Audiologists (CASLPA).
- Continuing education required for credentialing
- May require further specialized training depending on the position

Years of Experience:

- Minimum: 4 to 5 years of experience and depending on the position, may require experience in a specialized area.

Competencies:

- Assessment and diagnostic skills
- Oral, written, and cognitive communication skills
- Computer and research skills
- Operate technical devices and related equipment

Interpersonal Skills

- A range of interpersonal skills are used to listen and gather information through interviews (i.e. client histories), provide routine and complex information verbally or through reports related to clients' conditions/treatments or program area, gives feedback, advice and direction to staff and students regarding clinic as well as professional activities, and provides comfort and nurturing to clients. Also interacts with management and executive for program activities, interviews new staff, and uses skills to promote services/ideas, coach/mentor and instruct/teach/train staff, counsel or educate clients, healthcare professionals and students, facilitate meetings, and make formal presentations to groups. Skills are used to gain the cooperation of others (i.e. staff and clients), advocate for clients, provide expert advice to others and deal with upset people. Skills are most frequently used to listen, assess, provide support to clients and their families, advocate on behalf of clients for resources and supports, and direct, instruct or make formal presentations to staff, students, healthcare professionals, or the community.
- Communications occur with clients and their families, employees, community resources and representatives, government employees, supervisor/manager, professional associations and advisors (i.e. professional practice consultant).

EFFORT

Physical Effort

- The demands of the job occasionally result in considerable fatigue requiring periods of rest.
- Physical effort includes constantly moving, lifting, or arranging objects up to 10 lbs (i.e. assessment tools, books, laptop, and toys), between 10 - 25 lbs (i.e. equipment for testing, lead gown and thyroid protector, small tables or chairs, and computer carts), and occasionally, pushing and pulling clients up to and over 50 lbs in wheelchairs, or in the case of children handling them to ensure their safety.
- Constantly sits to perform activities such as when counseling clients, and to prepare clinical documentation or perform administrative functions on the computer. Some clinic assessments require occasional standing and walking where freedom of movement is restricted such as

when involved in procedures such as barium swallow assessment. Occasionally required to drive to and from clinics or clients homes within the region. When in clinic or therapy sessions, may work in awkward or cramped positions to bend, twist or squat to perform tests, or to treat clients, some whom may be children.

- Fine/finger precision work is used when performing work on the computer, or when performing clinical procedures (i.e. placement of an electrolarynx, using tongue depressor, sound level meter etc.). Gross motor skills are used to perform clinic assessments and devices such as tongue depressor or laryngeal mirror are used with very controlled movements during certain procedures.

Concentration

- **Visual concentration** is constantly required when performing client assessments, tests, and observing clients for changes in their status or for their health and safety. **Visual concentration** is also used to interpret results of tests or to read physicians' notes or referrals, researching information, performing work or viewing information on the computer, writing reports/presentations, and driving to and from clinics and/or facilities.
- **Auditory concentration** is constantly required for hearing and understanding clients with speech and language conditions and to listen attentively for changes in voice, speech, and the voice quality of clients. **Auditory concentration** is also required to provide and counsel clients and their families, to speak and interact with physicians and healthcare professionals, to listen attentively during program meetings in order to bring accurate information back to staff, and to provide expert advice and guidance over the telephone.
- **Other sensory demands include touching** clients during assessments to palpate the neck in order to evaluate the anatomy and physiology of the muscles in the face, neck, shoulders, and cartilages; evaluate the larynx and surrounding muscles; and to manipulate the face, lips, tongue, and jaw to help a client achieve the proper positioning in order to produce various speech sounds. Also uses touch during therapy to feel for movements in the throat during swallowing assessments. **The sense of smell** is used to assess, diagnose, and treat swallowing, and other disorders.
- **Repetitive tasks that require alertness** are performing assessments of swallowing disorders such as providing multiple trials of food and liquid consistencies, in order to determine a client's ability to safely drink or eat; and perform sound therapy with children. Repetition is also required when administering and interpreting standardized test batteries and evaluating swallowing studies. Other repetitive tasks involve entering daily workload measurement statistics into forms and spreadsheets, and dictating clients' information.
- **Higher than normal levels of attentiveness or alertness** are required when performing tests or assessments of procedures (i.e. barium swallow study, x-rays of swallowing), when engaged in physical handlings of a client, in order to prevent injury, choking, or aspiration, and when driving to and from sites. Also required to oversee the physical environment, in order to prevent injury or to identify potential risks.
- **Does not have control over the pace of the work** when requests for programming information are time sensitive, when there are an unpredictable number of clients that need to be seen, or during emergencies. A client's medical condition also dictates the pace of the work. There are **time pressures and deadlines** administratively to complete program reports, budget submissions, to review, develop, and implement policies, and to complete performance

reviews. Clinical time pressures include reporting of incidents/accidents, seeing urgent referrals within target timelines, and seeing unscheduled clients who need immediate care.

Interruptions occur from clients requesting information, or staff asking questions or requesting advice to solve issues within the service.

- **Eye/hand coordination** is required to perform assessments on clients such as using laryngeal mirrors, tongue depressors, and feeding utensils to evaluate muscles in the mouth. Other areas where **eye/hand coordination** is required is for driving and performing work on the computer.
- **Exact results and precision** are required when making diagnosis, performing assessments, identifying treatments, documenting client information and completing department statistics and budget information.

Complexity

- Tasks and activities are different/unrelated and require the use of a broad range of skills and a diversity of knowledge.
- Complexity of work varies from tasks which are repetitive and well-defined to different and unrelated (administrative, supervisory and clinical); to highly technical and tasks requiring problem definition and analysis to develop solutions to those which have strategic and/or policy significance.
- Work involves providing advanced, specialized clinical services and responsibility for ensuring continuation, coordination and implementation of professional practice standards; development of and compliance with policies and procedures; strategic, human and budgetary resource planning; continuing education and staff competency; compiling, evaluating and reporting qualitative and quantitative data; evaluating performance; and conducting research and implementing evidence based practice.
- Typical complexities include providing advice to staff regarding complex client situations, working within budgets to enhance staff competencies, and addressing clinical problems involving diagnosing clients, planning therapy sessions, and customizing treatments to meet the client needs.
- Complexities tend to be solved by reviewing organizational policies and procedures, following best practice guidelines and the code of ethics from the CASLPA, legislation, reviewing professional journals, and consulting with the manager, Human Resources, Quality Management, Research departments, and other healthcare professionals and advisors (i.e. Professional Practice and Ethics Committee).

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are somewhat prescribed or controlled.
- Makes decisions related to case load management including clients schedule and discharge, care, diagnoses, treatments, documentation, referrals to other practices and testing. In addition, administrative decisions such as management of waitlist, supervision of staff, determination of staff rotations, approval for some leaves, travel, overtime, purchasing of supplies, and decisions related to conducting presentations, arranging and attending interdisciplinary meetings and the completion of audits are made with independent autonomy. Provides input into the development of policies and procedures for the service or new programming and programs,

<p>recruitment, selection, and performance reviews of staff.</p> <ul style="list-style-type: none"> — Requires approval for nonroutine purchases, travel expenditures and registration at educational events, final approval of changes to policies and procedures, requests for renovations and capital equipment, significant service delivery model changes, dissemination of literature to the public, health promotion activities that are a significant cost, some overtime, hiring of additional staff, and addressing grievances. — Has some discretion to exercise within predetermined limits and procedures in continuing services with clients who have been discharged, and combining therapy procedures with another clinician to address a client's particular needs. Administratively, has some discretion to interpret directions and apply guidelines when making decisions related to staffing and program decisions. Exercises a high degree of independent discretion and judgment in all clinic related matters such as diagnosis, referrals, treatment, and discharge of clients. In addition, non-clinical decisions such as decisions related to determining appropriate staffing allocation, making decisions on staff hiring, and completing and discussing performance reviews are made independently. — Provides direction, guidance and advice to staff and information, advice, and recommendations to members of the interdisciplinary team, clients and their families, physicians, and students related to the SLP conditions, treatments, procedures, tests, and results. In addition, provides recommendations to the manager regarding the programming area.
<p>Impact</p>
<ul style="list-style-type: none"> — Work activities have an impact on the immediate work area, within the department, outside the organization, and on clients. — There are positive and negative impacts resulting from clinic decisions and decisions made related to staffing and programming. Positive clinical impacts can help improve client's ability for speech, language and swallowing. Administrative impacts can decrease waitlists, and improve employee morale; whereas, if diagnosis and treatments are not accurate, this could result in risk to the client. Negative impacts with supervisory and administrative functions can have significant impacts on employee morale, and program functions. — The resources impacted include equipment if it is not working properly, processes and systems, finances such as supplies, equipment and staffing requirements, material resources such as the education material being developed and distributed, human resources including the staffing levels required, health and safety such as the tests and treatments performed on clients, and corporate image such as waitlist and how this affects the public. — Errors that could occur include mistakes in screening and prioritization of client referrals, incorrect submissions of payroll entries, and incorrect staffing levels. Clinic errors can include performing procedures incorrectly, misinterpreting reports/tests, and misdiagnosing diseases. — Work activities are somewhat mitigated, as they follow guidelines and practices, and code of ethics within their scope of practice of the CASLPA. Clinic errors are identified within hours and typically are detected by the incumbent, physicians, or other healthcare professionals.
<p>Development and Leadership of Others</p>
<ul style="list-style-type: none"> — Typically responsible for direct and ongoing bargaining unit supervisory activities for a medium size work group of employees (5 to 10 employees). — Other development and leadership responsibilities include providing job advice, guidance,

orientation to new employees, on-the-job training, and formal classroom type training. Also performs team and project leader activities (i.e. act as the subject matter expert in their field), have involvement in health promotion and training, and developing community-based programs. In addition, leads projects related to programming or practice standards, workload measurement activities, operational planning, and projects within their speciality or clinical service area.

WORKING CONDITIONS

Environmental Working Conditions

- Required to wear masks, gowns (i.e. regular and lead), lead thyroid shields, radiation exposure badge, and gloves for all clinic activities, and to practice universal safety precautions such as hand washing and body mechanics, if required to lift or reposition patients.
- There is limited likelihood of receiving minor injuries, illnesses, or a partial or total disability.
- Occasionally performs clinical activities with exposure to unusual/distracting noises, bodily fluids, odours, radiation, infectious disease, hazardous chemicals, physical danger, or threats and awkward/confining spaces when performing procedures. May also have to travel to other sites or clients' homes, sometimes in adverse weather conditions.