Job Description

Job Title: COMMUNITY FOOT CARE ASSISTANT

Reports to: TEAM LEADER/COMMUNITY SERVICES MANAGER

Location: MEDWAY

Job purpose

To act as Community Foot Care Assistant under the management of Age UK Kent Rivers. To provide a basic foot care service for people aged over 50 living in Medway, whilst adhering to the Company code of professional conduct and all other relevant policies.

Key responsibilities

- To assess the needs of service users referred to Age UK Kent Rivers before providing the nail cutting service.
- To assist clients with care and support in their own homes, and within our day centres, carrying out a toenail cutting service.
- To ensure that toenail cutting equipment is ordered in line with client demand, in a timely manner, and authorised by the Care Scheme Manager.
- To treat service user's feet within the guidelines for the service. To cut toenails and smooth down hard skin.
- To provide advice on foot care needs including suitable footwear.
- To work as part of a team to enable the independence, health and well-being of service users.
- To effectively monitor client satisfaction.
- To promote a healthy lifestyle to clients.
- To establish good relationships with clients (and their carers where applicable).
- To conduct regular home safety checks.

- To assist in monitoring clients' needs and reporting any changes in dependence, or mental or physical health to the appropriate Care Manager or Director.
- To attend regular supervision and staff meetings.
- To respect the confidentiality of all service users.
- To maintain records of visits and any relevant care needs and/or action taken.
- To liaise with a range of health and social care professionals and organisations.
- To undertake a range of allocated tasks to agreed standard within a specific time, according to the care plan.
- To collect service user contributions and record as appropriate.
- To undertake routes economically, attending client appointments in location order via the Mobizio app.
- To encourage and support individuals to maintain social networks and access to social and leisure facilities.
- To follow all the organisations policies and procedures as described in the handbook and on our policy platform.
- To ensure that all clients are encouraged and empowered to Achieve Life's Fullness.
- To complete mandatory care training to support your role and our clients.
- To offer flexibility across a variety of shift patterns to accommodate the business needs.
- To take responsibility for the allocated work equipment, ensuring that they are used for the sole purpose intended.
- To provide domestic support to service users in their own homes, where required to cover, carrying out tasks such as shopping and housework services; including (but not limited to) cleaning, cooking, washing up, washing, ironing, pet care (if applicable) etc.
- To provide emotional support and companionship to service users in their own homes, where required to cover, e.g. keeping them company during the call.
- To take on any other reasonable duties, within individual capability, to meet the needs of the organisation.

The areas covered in the Job Description are intended to provide an overall context to the role and is not designed to be an exhaustive list of tasks.

Communication and working relationships

Internal

- Group Chief Executive.
- Operations Director.
- Community Services Manager.
- Board of Trustees.
- Day Centre staff.
- Volunteers.
- Administration staff.
- Service Users and Families.

External

- Social Services.
- Care Managers.
- Age UK Organisations.
- Adult Mental Health Services.
- Occupational Therapy Services.
- Physiotherapy Services.
- Hospital Admission/ Discharge Departments.
- Housing Organisations.
- Statutory and Voluntary Organisations.

Performance review

Personal Performance will be assessed annually.

A personal development plan or training will be agreed with your Team Leader and/ the Community Services Manager.

General

All employees are subject to the requirements of the Health and Safety at Work Act. The post holder is required to ensure as an employee, that their work methods do not endanger themselves or others.

All employees are subject to the requirements of the Data Protection Act and General Data Protection Regulations, and must maintain strict confidentiality in respect of Service Users, staff information and records at all times.

All employees must comply with the organisations Equality and Diversity Policy.

Age UK Kent Rivers aims to maintain the goodwill and confidence of its own staff, Service Users and the public. To achieve this objective, it is essential that employees carry out their duties in a professional, courteous and empathetic manner.

Age UK Kent Rivers maintains the right to amend the job description in consultation with the post holder. Any agreed changes will be notified in writing.

Personal specification

- NVQ 2 qualified in Care, or willing to work towards the qualification.
- Hold a valid UK driving licence and have access to own vehicle.
- Hold a smart phone to access work-related applications.
- Prepared to have a Disclosure and Barring Service (DBS) check.
- Experience of care work and working within the community to deliver services to older people.
- Proactive team player, willing to support colleagues across the organisation, and show responsibility for team conduct and performance as well as their own.
- Excellent communication skills and able to give and receive constructive criticism.
- Dedication to demonstrating consistent behaviour and values in line with Age UK Kent Rivers' expectations.
- Resilience, acceptance, and adaptability to change, and new ways of working.
- Excellent attention to detail, identifying client health concerns as they arise and escalating to the appropriate channels, in line with policy.
- Initiative and passion to assess and provide holistic care.
- Desire to go the extra mile but understanding the importance of professional boundaries.
- Keen to develop own competence and capabilities.
- Good knowledge of the local area.
- Willing to undertake mandatory training required to enhance knowledge and skills to ensure the delivery of high quality, personalised care, in line with CQC requirements.
- Advocate for person-centred care.
- Empathic and self-aware.
- Excellent interpersonal skills.
- Flexibility to carry out care calls where required.
- Problem-solving skills.