

JOB DESCRIPTION

JOB TITLE	Footcare Assistant
ACCOUNTABLE TO	Director of Services
SUPERVISED BY	Service Co-ordinator

JOB PURPOSE

To provide a professional, high quality basic foot and nail care service to older people in a range of community settings, including people's own homes, supporting independence, dignity, choice and wellbeing.

The role involves delivering non-clinical foot and nail care, providing basic advice, maintaining accurate records, and promoting the service in line with Age UK Leicester Shire & Rutland's values, policies and procedures.

DUTIES AND RESPONSIBILITIES

Service Delivery

1. Provide a professional and safe **basic nail clipping and foot care service** in accordance with agreed procedures and training.
2. Undertake client assessments relevant to the service and identify when clients should be signposted or referred to other appropriate services.
3. Provide basic foot and nail care advice within the scope of the role, clearly recognising and adhering to non-clinical boundaries.
4. Promote clients' choice, independence, dignity, privacy and wellbeing at all times.
5. Deliver services in a non-discriminatory manner, respecting cultural, religious and individual needs.
6. Establish and maintain positive, professional relationships with clients, carers, colleagues and relevant stakeholders.
7. Provide information and signposting to internal and external services where appropriate.

Caseload Management

1. Work with the office team to manage and plan allocated caseload effectively, organising appointments to ensure efficient use of time and resources.
2. Work independently while also contributing as an active and supportive member of the foot care team and wider organisation.

Safeguarding

1. Act in accordance with Age UK Leicester Shire & Rutland's safeguarding policies and procedures.
2. Remain alert to safeguarding concerns and report any concerns promptly and appropriately.

Administration and Record-Keeping

1. Accurately record service activity using Age UK Leicester Shire & Rutland's database and other systems as required.
2. Ensure all records are kept up to date, accurate, confidential, and are stored securely in line with data protection requirements.
3. Collect, record and return monies in line with agreed financial procedures.

Training and Development

- Undertake mandatory, role-specific and refresher training as required.
- Apply learning from training to improve practice and service quality.
- Participate in supervision, team meetings, and performance reviews.

Reporting

- Immediately report accidents, incidents, safeguarding concerns and near misses in line with organisational procedures.
- Report changes or concerns about clients, including "no reply" situations.

Training and Development

1. Undergo mandatory and departmental training and development as required.
2. Evaluate training undertaken and integrate it into your work programme.

Health and Safety

1. Adhere to Age UK Leicester Shire & Rutland's Health & Safety Policy and related policies mentioned therein.
2. Where applicable ensure project activities are risk assessed in line with the organisation's Health and Safety policies and procedures.

Working Practices/General

1. As well as the Health & Safety policies and procedures above, adhere to and implement all other Age UK Leicester Shire & Rutland's policies and procedures as well as the Personal Care Policies if relevant to your role.

Details of these and other Age UK Leicester Shire & Rutland policies can be found in [F:\COMMUNAL FOLDER\POLICIES](#) or on the Select HR self-service portal.

2. Age UK Leicester Shire & Rutland is committed to its charitable aims, and fundraises in order to provide accessible services for the older people of Leicester, Leicestershire and Rutland. Age UK Leicester Shire & Rutland expects all its employees to partake, when possible, in events which support these charitable aims.
3. Age UK Leicester Shire & Rutland expects all staff to have basic IT skills to enable them to use the systems within the organisation and have a willingness to embrace new technology as it is introduced. Training will be provided to staff who require it.
4. To undertake any other duties that may reasonably fall within the purview of the job.

This Job Description sets out the responsibilities of the post at the time it was drawn up. Such responsibilities may vary from time to time without changing the general character of the post or level of responsibility entailed. Variations are a common occurrence and do not of themselves constitute additional responsibilities.

Signed: _____ **Date** _____

Please print name: _____