

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Nail Care Technician (2 posts)</b>
<b>Responsible to:</b>	<b>Independence at Home Manager</b>
<b>Location:</b>	<b>Dudley</b>
<b>Hours/Salary:</b>	<b>18 Hours Per Week at £9.20 per hour + benefits</b>

### Description of Service

Age UK Birmingham & Sandwell is a dynamic and expanding charity that provides a range of services and programmes for people aged 50 and over. We are seeking an enthusiastic and engaging individual to join our Independence at Home Team to support our expanding services. The Foot Care Service is subsidised by the CCG to maintain and improve the foot health of older people to keep them on their feet and mobile for longer.

### Job Purpose

This role has been newly created after a recognised need following a period of growth, and in line with our ambitions for the future. Your role will be to deliver a Foot Care Service to support older people in Dudley. The role involves an initial assessment to ensure the service is suitable for the individual. Following this you will provide toe nail cutting and enhancements such as the removal of dry skin and giving advice on self-management to help keep feet in a healthy condition (for example on shoes and hosiery).

### Principal Duties:

- To receive referrals from the Manager and arrange appointments with clients as required.
- To cut clients' nails at appropriate intervals in regular clinics and record fully their foot care and health problems.
- To conduct ongoing basic risk assessments and carry out an annual health check review for each client.
- To ensure that only decontaminated instruments are used in accordance with the specified guidelines.
- Report all incidents, accidents and client concerns promptly to the Line Manager
- To ensure that the appropriate fee is collected and recorded at the end of each visit and that all monies are handed to the office as appropriate.
- To maintain clear and accurate records of contacts with clients.
- To ensure an adequate supply of the necessary materials is held at all times.
- To work with the Line Manager to achieve targets to meet funding contract requirements
- Work with the Service Manager to promote the project and the organisation in the relevant areas and communities

- Risk assess working environments as appropriate in line with overall Risk Assessment Policy and carry out work in line with the organisation's Health & Safety policy
- To support volunteers assisting the service
- Make referrals/signpost to Age UK Birmingham colleagues and other appropriate agencies and organisations for specialist support
- Attend meetings and events relating to the project as required
- Commit to and undertake regular training sessions to extend and update own knowledge

**Other duties**

- To work to achieve the objectives of Age UK Birmingham's Equality and Diversity Policy.
- Implement adherence to the Health & Safety, information assurance, safeguarding policies and all other policies relevant to service delivery.
- To undertake any other duties commensurate to the post not specifically mentioned in this job description.

## PERSON SPECIFICATION

### Experience and Knowledge:

- Experience of care work
- Experience of working to agreed objectives
- Experience in a delivering to the highest customer service standards
- Ability to work on own initiative and prioritise own work
- Ability to maintain strict confidentiality when dealing with service users and their records
- Experience of working with volunteers (desirable)
- Understanding of issues concerning older people including relevant health issues
- Understanding of the principles of confidentiality and data protection in relation to client information and records
- Understanding of Health and Safety and ability to understand risks in relation to general maintenance and the use of equipment
- Understanding of safeguarding procedures
- Understanding of equality and diversity with a commitment to providing equality of opportunity for all; valuing diversity, promoting equality and challenging discrimination

### Personal Skills and Attributes:

- Effective written and oral communications including form filling and basic reports
- Ability to carry out basic risk assessments
- Ability to carry out basic administration including the collection of fees and recording payments
- Strong interpersonal skills, including communication and teamwork
- Good self-presentation skills
- Sensitivity and empathy when discussing the personal affairs of older people
- Ability to establish rapport quickly and easily with service users
- The ability to work alone and self-manage work schedule to achieve targets
- Work competently under pressure in meeting deadlines whilst operating within established procedures and guidelines
- Work prioritisation and time management skills
- Self-motivated resilience with a positive and enthusiastic attitude
- Being reliable, trustworthy and punctual
- Willingness to have a flexible approach to working hours and location, which includes Birmingham, Sandwell and other neighbouring areas
- Good organisational and record-keeping skills
- Basic computer skills in relation to Microsoft applications

**Other Requirements:**

- A flexible approach and willingness to work as part of a wider team
- A demonstrable commitment to providing high quality services for older people
- A willingness to participate in opportunities for professional and personal development

**Education and Qualifications:**

- NVQ Care Level 2 preferred
- Basic First Aid (preferred)

**Legal requirements:**

- Enhanced DBS check