

Job Description

Job Title:	Nail Care Technician
Responsible to:	Independence Support Services Manager
Location:	Community settings in Dudley
Contract Type:	Fixed Term contract until 31 March 2027
Hours:	18 Hours per week (0.48 full time hours)
Salary:	£25,256 per annum pro rata (£12,122 pa).

Job Purpose

Age UK Birmingham is a dynamic and expanding charity that provides a range of services and programmes for people aged 50 and over in Birmingham and surrounding areas. Supported by Dudley ICS, Age UK Birmingham provides a foot and nail care service across Dudley, with the primary aim of helping people aged 50 and over maintain and improve their foot health. Delivered from community settings, this role will act as the first point of contact for new referrals, assessing eligibility for the service, offering high-level toenail and foot-health support, and providing clients with guidance on effective self-management.

Principle Duties

- Manage referrals into the service and arrange client appointments as required
- Perform nail and minor foot-care procedures at appropriate intervals during regular clinics, ensuring all foot-care observations and health concerns are fully recorded
- Adhere to relevant hygiene and health and safety standards and processes
- Collect and manage fees payable by clients as required
- Maintain clear and accurate client data and records and routinely gather service and health-related feedback
- Ensure an adequate supply of the necessary materials is held at all times.
- Work with the Service Manager to promote the project and the organisation in the relevant areas and community
- Risk assess working environments as appropriate in line with overall Risk Assessment Policy
- Support volunteers assisting the service
- Liaise with the team, wider organisation and external services regarding client needs incl. referrals/ signpost
- Commit to and undertake regular training sessions to extend and update own knowledge
- Undertake any other duties commensurate to the post not specifically mentioned in this job description.

Person Specification

Essential	
1	Recognised qualification in basic pedicure or nail care
2	Strong understanding of hygiene, sanitation and infection control
3	Ability to work alone and self-manage work schedule to achieve targets
4	Excellent communication skills, being able to speak to older people from a wide variety of backgrounds and put them at ease
5	Self-motivated resilience with a positive and enthusiastic attitude
6	Basic IT skills and experience working with a client management system
7	Understanding of data protection in relation to client information and records
8	Understanding of safeguarding procedures
Desirable	
1	Level 2 NVQ Diploma in Nail Services or equivalent
2	First Aid certificate
3	Previous experience in salon, care home, or mobile nail service setting
4	Knowledge of working with elderly or vulnerable clients