

Location: Nail Care, various

Role: Administration

What your responsibilities will be:

To work as part of a team delivering a basic Foot Care service at a range of community venues. To assist in preparing the clinic area ready for customers.

What you will need to be able to do:

- ✓ Arrange and Coordinate appointments
- ✓ Maintain accurate records
- ✓ Provide excellent customer service
- ✓ Take payments and record transactions
- ✓ Maintain confidentiality
- ✓ Prepare and set up clinics

How much training and how long it will take?

All volunteers are required to complete the following online training before they start volunteering:

- Health & Safety in the Work Place
- Manual Handling
- Information Security
- Fire Safety Awareness
- Safeguarding Awareness
- Dementia Awareness
- Equality & Diversity
- Infection Prevention & control

To complete the mandatory training takes approximately 9 hours over 6 weeks

In addition, this role requires training in:

- Personal Safety Lone Worker
- Domestic Abuse and Intimate Partner Violence

To complete the additional training takes approximately 1 hour

What qualities you will need:

- ✓ Honesty
- ✓ Reliability
- ✓ A clean and presentable appearance
- ✓ A pleasant, polite and confidential manner
- ✓ Good communication skills
- ✓ Ability to work on own initiative and as part of a team

Please see overleaf for more information



Things you MUST agree to:

- ✓ Comply with Age UK Blackburn with Darwen policies at all times, especially those regarding Equal Opportunities, Health & Safety and Confidentiality
- ✓ Undertake required mandatory training, provided by the organisation to comply with current legislation
- ✓ Participate in volunteer reviews
- ✓ Keep your manager informed when you are unable to attend or of other things that affect your volunteering i.e: health conditions

Fundraising - As a local independent charity, fundraising is vital to the continuation of our local services for older people. There are lots of ways of supporting us through helping with bag packs or bucket collections, delivering posters, helping at events, undertaking sponsored activities, sharing our social media posts, donating to and buying from our Charity Shop in Darwen. All volunteers are asked to support us in this way.

Last reviewed September 2021

Next review due September 2022

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