

# Job pack

# Clip It Assistant



February 2020

Dear Applicant

**Re: Clip It Assistant**

Thank you for your enquiry in response to our advertisement for the above position. I have pleasure in enclosing the following:

- Background to the post
- Job description and Person Specification
- Background information about Age UK Bromley & Greenwich
- Application form
- Diversity monitoring form
- Organisation Chart

Candidates shortlisted for an interview will be contacted by email and or telephone so please include an email address and mobile telephone number or any other telephone number where you can be reached. Please note that we do not accept CV's.

We only contact applicants who are shortlisted for an interview. Therefore, if you have not heard from us within 3 weeks you should presume that on this occasion your application has not been successful.

I look forward to receiving your completed application form. The Interview date is to be confirmed.

Thank you for your interest in this role.

Yours sincerely

*Mark Ellison*

Mark Ellison  
**Chief Executive**

## Job Description

<b>Job Title:</b>	Nail Cutting Assistant
<b>Reporting to:</b>	Services Manager
<b>Responsible for:</b>	

### JOB PURPOSE:

To provide toe nail/finger nail cutting services. Duties will be carried out in clinics, client's own homes or Age UK Bromley & Greenwich Day centres.

To provide a high standard of customer care and to fully comply with the service procedures and procedures and policies of Age UK Bromley & Greenwich at all times.

### Main Duties and Responsibilities

- To provide nail care for clients adhering to the infection control procedures and process set out in the training manual for:
  - Simple cutting of toe nails
  - Simple cutting of finger nails
  - Filing of nails
  - Applications of simple dressings
  - Advice on general foot care hygiene i.e. washing feet
- To treat clients with Dignity and Respect at all times during their appointments.
- If on the first visit you find the client has not disclosed that they have diabetes and a form has not been completed by their doctor, you are not to proceed to cut their toe nails. The Services Administrators are to be informed and they will arrange for a Diabetic referral form to be completed.
- To ensure all necessary appointment details are logged and recorded on to the Charity Log database.
- At the first appointment of a new client to complete any blank parts of the Background Information & Contact Assessment Sheet and ask the client to sign it and return the client paperwork/ collect Daily Appointment Sheets from the Service Administrators.
- At the end of the appointment to take and record the payment from the client for the session and give the client a receipt and at the end of the day deposit cash/cheque payments in to the bank.

- At the end of the appointment to arrange a suitable rebooking for the client at 8,10,12 week intervals either for clinic or home visits
- To refer clients who do not meet the Age UK Bromley & Greenwich criteria to the Services Administrators for an appointment with a Podiatrist registered with the Health Professions Council (clinic or home visit available) or for referral back to Bromley Healthcare Podiatry Services
- At the end of each week to ensure that all finance paperwork, client appointment sheets and receipts are brought back to the office for processing
- To report to the Services Manager immediately any safeguarding or other concerns for clients seen.

### **General**

- To record and complete accurately and promptly records, forms and other related paperwork in the format requested
- To plan your travel route prior to undertaking designated journeys to ensure the most efficient route is used.
- To attend monthly supervision meetings with the Services Manager
- To have a full UK driving licence and have use of a car during working hours
- To wear the ID badge and have the mobile phone switched on at all times when working and to wear the uniform provided when providing Clip It.
- To undertake any further relevant training
- To have responsibility for the health, safety and welfare of self and those you supervise/support and to comply at all times with the requirements of health and safety at work regulations (Act 1974), including lone working and incident reporting.
- Ensure that all duties and responsibilities are discharged in accordance with Age UK B&G policies and procedures, code of conduct and relevant regulations and legislation, including data protection and confidentiality. To comply with Age UK B&G equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.
- To work within and fully comply with the policies and procedures of Age UK Bromley & Greenwich.
- At all times to maintain the professional integrity and reputation of the Charity and represent their main interests in any dealings with other bodies, groups and individuals

- To undertake any other duties which may from time to time be required, and to participate in other events as requested by line manager.
- To undertake any other duties commensurate with the purpose and remit of the post

All duties and responsibilities must be carried out in line with requirements of Data Protection Act, Equalities Act and with due regard to own and others' health & safety.

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

**Sitting Service Coordinator  
PERSON SPECIFICATION**

**Assessment will occur via application and interview**

**Note to candidates**

Any criteria marked (A) will be used for short listing purposes.

You should attempt to describe how you meet these criteria in the 'General Experience and Further Information' section of the application form, giving examples where possible. Only candidates who can clearly demonstrate how they meet these criteria will be offered an interview.

	<b>Essential</b>	<b>Desirable</b>
<b>Education/Qualifications</b>		
Care Assistant background and experience		
NVQ Level 2 in Health & Social Care	<b>X</b>	
<b>Experience</b>		
Excellent customer care skills and empathy with older people	<b>X</b>	
Excellent organisational skills	<b>X</b>	
Flexible approach within the workplace	<b>X</b>	
Able to use own initiative	<b>X</b>	
Energetic and enthusiastic approach to work	<b>X</b>	
<b>Skills, knowledge &amp; abilities</b>		
Previous experience or understanding of health and safety standards	<b>X</b>	
Flexible attitude and ability to travel throughout both Boroughs	<b>X</b>	
<b>Line Management and Team Working</b>		
Good team player	<b>X</b>	
<b>Communication Skills</b>		
Good communication skills	<b>X</b>	
<b>Personal attributes</b>		

	Essential	Desirable
Reliable and good time keeping	X	
Caring, patient and calm manner to work with a diverse range of people	X	
<b>Information Management and Technology</b>		
<b>Travel</b>		
Ability to travel across Bromley and Greenwich boroughs	X	
Full UK driving license and use of own transport	X	

## TERMS & CONDITIONS OF EMPLOYMENT

<b>Salary</b>	£10.75 per hour (London Living Wage)
<b>Pension</b>	All eligible employees are automatically enrolled into our scheme with The Pensions Trust. Contributions are in line with the governments' minimum standard (currently 5% employees and 3% employers).
<b>Hours</b>	This is a zero hour contract.  Our normal hours of work are between 9.00-5.30pm Monday to Friday. All roles may require a small amount of evening or weekend work each year, for which time off in lieu is given
<b>Annual leave</b>	Entitled to a pro rata amount of 5.6 weeks leave per annum, accrued based on the hours worked.
<b>Based at:</b>	The post holder will be based at clients homes and clinics throughout the two boroughs.
<b>Uniform</b>	You will be provided with a uniform (if required for the post) and an ID badge which should be worn at all times during working hours
<b>Smoking</b>	Age UK Bromley & Greenwich has a smoke-free policy that applies to all premises and vehicles in keeping with legislation

### **Disclosure and Barring Service Check**

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

### **Benefits**

Staff benefits include a work place pension with matched contribution, training opportunities and regular supervision to support you to undertake your job.



## ABOUT AGE UK BROMLEY & GREENWICH

Age UK Bromley & Greenwich is the trading name of Age Concern Bromley a registered charity and company limited by guarantee. Age Concern Bromley was established in 1965 and Age Concern Greenwich merged with it on 30<sup>th</sup> November 2011.

Age UK Bromley & Greenwich has its main office in Bromley with two offices located in Greenwich. It is a partner of the national network of independent Age UK charities each is responsible for their own governance and own income generation. Age UK is the national charity and partner and all partners share common aims and values and work together for the benefit of all older people.

Age UK Bromley & Greenwich provides a wide variety of services to older people who are 50+ and resident in the London Boroughs of Bromley and Greenwich (direct service users are usually 60+). We provide practical help and advice to older people many of whom are frail or housebound, provide information on issues relating to older people their relatives and or carers such as money matters, housing, health and community care. Age UK Bromley & Greenwich campaigns locally on Age Discrimination and many other issues that impact the lives of older people.

### **Mission and Values**

Age UK Bromley & Greenwich aims to promote the wellbeing of all older people in the community. We value older people and believe that later life should be a fulfilling and enjoyable experience.

### ***Our core values are:***

<b><i>Caring</i></b>	We are passionate about what we do and care about each individual.
<b><i>Dynamic</i></b>	We are innovative and deliver quality services for older people.
<b><i>Enabling</i></b>	We enable older people to live independently and exercise choice.
<b><i>Expert</i></b>	We are authoritative, trusted and quality-orientated.
<b><i>Influential</i></b>	We draw strength from the voices of older people and ensure those voices are heard.

### ***Our specific aims are to:***

- Provide Borough-wide services and support for older people.
- Raise awareness of the needs of older people and influence decision-makers, and to provide a voice for older people in the Borough.
- Contribute to research which identifies the changing needs of older people locally and find innovative ways of meeting them.
- Challenge discrimination of older people on the basis of their age.
- Work in partnership and cooperation with other organisations across the sectors to effectively meet the needs of older people throughout the Boroughs.

Some of the services we provide are commissioned by local authorities and NHS Trust, others by charitable Trusts and we also have paid services for self funders, and people with personal budgets.

Our present and any future services will comply fully to our approach of how we work with and for older people:

- have a zero tolerance of all forms of abuse
- support people with the same respect and dignity you would want for yourself or a member of your family
- treat each person as an individual by offering personalised service
- enable people to maintain the maximum possible level of independence, choice and control
- listen and support people to express their needs and wants
- respect people's right to privacy
- ensure people feel able to complain without fear of retribution
- engage with family members and carers as care partners
- assist people to maintain confidence and a positive self-esteem
- act to alleviate peoples' loneliness and isolation

**Age UK Bromley & Greenwich services include:**

- Advocacy and Representation – both boroughs
- Specialist Dementia Care /choir - Bromley
- Support Planning – both boroughs
- Charity Shops – Orpington, West Wickham and Woolwich
- Care Navigation - Bromley
- Community helpers befriending and support service – both boroughs
- Community Services:
  - Clip It - Toe Nail Cutting – both boroughs
  - Exercise classes – both boroughs
  - Help at Home - Bromley
  - Hospital Aftercare - Bromley
- Community Volunteers Time Bank - both boroughs
- Day Opportunities – both boroughs
- Dementia Support Hub – Bromley
- Men in Sheds – both boroughs
- Computer & art classes – both boroughs
- Information and Advice – both boroughs: a single telephone number for all information and advice enquiries from people resident in both boroughs, letter and to personal callers, casework and welfare benefit checks. Home visits are made to older people who are frail and unable to visit our office. In Greenwich we deliver Information and Advice at a variety of outreach locations throughout the borough including welfare benefits.
- Walking Football

**For further information about Age UK Bromley & Greenwich visit our website:  
[www. ageukbromleyandgreenwich.org.uk](http://www.ageukbromleyandgreenwich.org.uk)**

# Current Age UK Bromley & Greenwich Organisation Chart



