

# Foot & Nail Care Practitioner

## Footcare & Nail Service



*'Until everyone is living their best later life'*

### About Age UK Lancashire

Age UK Lancashire proudly delivers services to over 12,000 older people across Lancashire each year, enabling them to maintain their independence and to enjoy choice and control over their lives.

### The Service

Working across West Lancashire, Chorley and South Ribble in customers' homes or at dedicated community clinics, our CQC Registered Footcare and Nail Service provides a professional and quality basic footcare and nail cutting service to over 300 clients per year and delivers over 2,500 individual appointments.

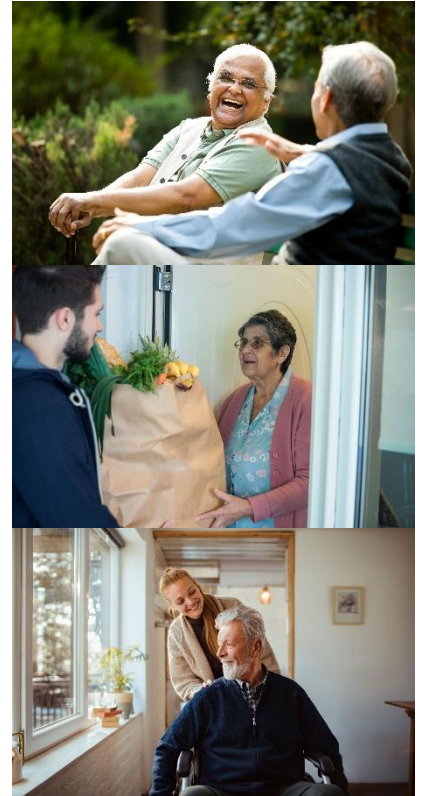
### The job, in a nutshell

Footcare practitioners provide a professional nail and foot-care service to help improve and maintain good nail and foot health to our clients.

Working in a customer focussed way, you will support clients to stay mobile and active, to reduce the risk of falls and to help retain independence.

### What you'll do for us / The Job

- Provide high-quality routine foot care, including nail and skin treatments, which will include footcare assessments.
- Provide basic foot and nail care health advice to clients either in the clinic setting or in their own homes, in line with Age UK Lancashire and CQC procedures.
- You will manage your own caseload, under the guidance of the Footcare Coordinator, arranging appointments and taking payments when required.



**Driving:** This role requires you to have a full driving licence and appropriate business insurance.

**DBS:** This role requires you to have an enhanced / basic DBS check, and associated costs will be met by the employee.

### Our Values

We innovate

We care

We go above & beyond

We take responsibility

We are proud to work here

# Foot & Nail Care Practitioner

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- Responsible for maintaining accurate clinical records and completing routine administrative tasks to include accessing and inputting data, maintaining records and retrieving information using the Age UK Lancashire database.
- Maintain high quality hygiene standards and work inline with Health & Safety guidelines.
- Working closely with a registered podiatrist, you will undertake annual training as part of your continual professional development.
- You will provide a signposting service, and access up to date information about services within the community in support of clients.
- Provide a welcoming, professional and empathetic customer experience.
- Be flexible and adaptable to the needs of Age UK Lancashire and our customers.
- Be able to work independently as a lone worker when needed and engage as an active team member.



### Key Relationships

- ✓ Head of Service
- ✓ Footcare Service Coordinator and team
- ✓ Local Health Professionals
- ✓ Age UK Lancashire colleagues
- ✓ Service users and families

### Footcare Colleague Quotes:

*"I think the culture at  
Age UK Lancashire is  
very good, everyone is  
happy to help."*

*"I enjoy the work we  
do with our clients, it  
makes a difference for  
their mobility and can  
give them more  
freedom."*

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### Must have

- ✓ Knowledge of supporting people with foot and nail care.
- ✓ Hold a recognised foot care or equivalent qualification e.g. Level 2 Manicure and Pedicure qualification or Diploma for Foot Health Care Practitioner.
- ✓ Experience of working within projects in health, education, social services or within the community and voluntary sector.
- ✓ Ability to work within professional boundaries, while providing a friendly and welcoming service.
- ✓ Good communication skills, to include written and verbal.
- ✓ Knowledge and experience of Microsoft Office applications including Word and Excel.
- ✓ Able to manage own workload while working independently and prioritise and meet deadlines.
- ✓ Access to a vehicle with appropriate business insurance and a full driving licence.

### Great to have

- ✓ Experience of working with older people and other vulnerable groups.
- ✓ Awareness of the services available for older people and the ability to signpost to external partners as appropriate.
- ✓ Experience of using an in-house data base or CRM system.
- ✓ An understanding of Health & Safety, lone working and Safeguarding, although training will be given.

### Other information

This role description is not intended to be exhaustive, but rather to clearly define the fundamental purpose, responsibilities and deliverables for the role.

In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.

To comply in all aspects with Age UK Lancashire's policies and procedures and to participate and contribute to Age UK Lancashire's activities, meetings, training courses as required.

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