

FOOTCARE WORKER JOB DESCRIPTION

Pay: £9:75/hour

Contract: Zero Hour Contract

Hours of work: Flexible

Location: Across the Borough of Lewisham

Reports to: Independent Living Services Coordinator

Overall purpose of the job:

To support vulnerable older people to remain independent at home by providing a hygienic and safe nail cutting service within people's homes and clinics across Lewisham and/ or Southwark.

Age UK L&S strives to create an open and participative working environment. We work to our core values of being **supportive, professional and person centred**. These are reflected in the way we work with each other, the people we support and our partners. Teamwork, collective responsibility, delegated authority are central to this process. A key element of all roles is to develop and maintain the organisation's working ethos and culture. The provision of a culturally and ethnically sensitive service is integral to all roles.

Age UK L&S aims to provide a supportive working environment for all staff and volunteers in order that they can develop personally and professionally and acquire new skills. The contribution made by staff and volunteers in achieving the organisation's goals is recognised by all.

This job description does not provide an exhaustive list of tasks and activities as all posts within the organisation are subject to evolution as the organisation develops and grows.

Duties:

1. Attend appointments at a range of clinics identified by the Independent Living Coordinator and undertake home visits to service users within agreed times and areas to deliver a high quality toenail cutting service
2. Complete written records accurately including medical records, finance records, timesheets and communication logs
3. Comply with health and safety procedures in line with training received
4. Collect payments and receipts following the Age UK Lewisham and Southwark policy guidelines
5. Bring necessary equipment to appointments, including clippers, gloves and paperwork
6. Attend team meetings and training as requested

'Improving life for older people in Lewisham and Southwark'

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Organisational responsibilities:

- Meet legislative and regulatory requirements.
- Carry out administrative duties in connection with the post
- Contribute to the overall achievement of AUKLS mission and objectives
- Provide a supportive working environment to all staff and volunteers
- Ensure the values of AUKLS are upheld across the organisation
- Attend staff and team meetings as requested
- Undertake any other reasonable duties as determined by the Senior Management Team and Chief Executive

Person Specification:

The successful applicant must be able to demonstrate empathy for the people we support and be committed to the promotion of a person centred working environment.

All posts within the organisation are subject to change as the organisation grows and develops. Staff must be able to adapt to change and, therefore, flexibility is a key attribute required of all employees

It is essential that the post holder possess the following **personal qualities:**

- A patient, calm and approachable manner
- Commitment to person centred working
- Reliable
- Ability to meet the standards of work required through training provided
- Good interpersonal and communication skills
- Ability to work independently and as part of a team
- Ability to keep accurate records
- Ability to learn and maintain new skills
- Commitment to the aims, objectives and policies of Age UK Lewisham and Southwark
- Ability to maintain confidentiality
- Ability to maintain hygiene standards in a care setting
- Flexibility of working arrangements to cover other areas
- Ability to travel across the borough of Lewisham and Southwark
- Ability to work as part of a highly diverse staff and volunteer work force

It is essential that the post holder has the **following experience and knowledge:**

- Experience of paid or voluntary work supporting vulnerable people
- Experience in working in a multi-cultural community
- Understanding of the specific needs relating to vulnerable people
- Knowledge and understanding of health and safety at work practice

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- Ability to observe and respond appropriately to the changing needs of people supported by the Happy Feet service
- Understanding of the principles and practice of confidentiality and safeguarding adults in the work setting

It is essential that the post holder has the **following skills and abilities:**

- Excellent communication skills with the ability to communicate with people who may have sensory impairments, or communication difficulties
- Ability to use initiative appropriately and to work on own initiative with minimum of supervision and as part of a team
- Literacy and numeracy skills at level which will enable the post holder to keep accurate records, time sheets and write reports
- Ability to carry out basic risk assessments in people's homes
- Ability to explain information simply and effectively
- Ability to work with professionals from other services and organisations.

Desirable Criteria:

- Experience working in Footcare

Other:

- The successful applicant will be required to have an enhanced DBS Check

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