

JOB DESCRIPTION

Job Title:	Nail Care Service Worker
Reporting to:	Nail Care Service Coordinator
Salary:	£12.77 per hour – Band 3
Place of work:	Countywide
Hours of work:	Zero hours as and when required
Purpose of the role:	To deliver the Nail Care service to older people in their own homes.
Main tasks and responsibilities:	1. To deliver Nail Care Services across Northamptonshire in accordance with Age UK Northamptonshire policies and procedures. 2. To maintain a professional and positive approach at all times, acting as an ambassador for Age UK Northamptonshire and promoting awareness of the charity's wider services where appropriate. 3. To visit clients as scheduled, providing Nail Care Services and completing an initial assessment during the first visit. 4. To arrange ongoing appointments where appropriate and communicate client requirements to the office team. 5. To undertake all work in accordance with Care Quality Commission (CQC) requirements and organisational standards. 6. To follow procedures that ensure clients are correctly charged for the Nail Care Services they receive. 7. To maintain accurate, confidential and up-to-date client records in line with data protection requirements. 8. To identify clients whose needs fall outside the scope of the Nail Care Service and refer them to appropriate professional foot care services. 9. To participate in all relevant training opportunities and complete mandatory training within required timescales. 10. To attend and actively contribute to team meetings, supervision sessions and other organisational meetings as required. 11. To carry out any other reasonable duties commensurate with the role and grade of the post.

Qualifications/experience required:	Essential • Full UK driving licence and access to a reliable vehicle for business use. • Good standard of general education, including literacy and numeracy skills. • Experience of working with older people, customers, or members of the public. • Ability to communicate clearly, professionally and sensitively with clients, colleagues and external professionals. • Ability to work independently and manage own workload effectively. • Ability to maintain accurate records and handle confidential information appropriately. • Ability to follow policies, procedures and regulatory requirements. • Good organisational and time management skills. • Commitment to completing mandatory training and attending team meetings. • Alignment with the values and aims of Age UK Northamptonshire. Desirable • Previous experience within a health, social care, community or voluntary sector setting. • Basic First Aid qualification. • Manual Handling training. • Experience of lone working. • Knowledge of safeguarding principles. • Understanding of the needs of older people and the challenges they may face. • Experience of working within a regulated service environment. Knowledge, Skills and Attributes • Professional, reliable and trustworthy approach. • Customer-focused with a genuine desire to support older people. • Ability to build positive relationships and gain the trust of clients. • Ability to recognise personal limitations and seek support or guidance when required. • Calm and resilient under pressure. • Flexible approach to work and willing to undertake reasonable additional duties. • Positive ambassador for Age UK Northamptonshire and its services.
--	--

The tasks and responsibilities shown above are not exhaustive and should be regarded only as a guide. The post holder will be expected to undertake any reasonable activities according to the needs of the service at the time. These will be subject to periodic review and may be amended to meet the changing needs of the service. The post holder will be expected to participate in this process, and Age UK Northamptonshire would aim to reach agreement as regards any changes.