JOB DESCRIPTION

JOB TITLE:	Toenail Cutting Assistant
CONTRACT TYPE:	Permanent, variable hours
JOB PURPOSE:	Provide a toenail cutting service to clients within a clinic setting and on a domiciliary basis to housebound clients
ACCOUNTABLE TO:	Administration Manager and Toenail Cutting Service Supervisor
RESPONSIBLE FOR:	This post does not carry line management responsibilities
LOCATION:	Dependent on clinic location and including housebound clients within an agreed area
NORMAL HOURS:	Variable part-time – hours as agreed
TRAVEL:	The nature of the job will normally require travel around Somerset. It is the post holder's responsibility to provide a roadworthy vehicle with business mileage insurance. Travel expenses for domiciliary visits are paid at an appropriate rate.

MAIN DUTIES:

- Complete toenail cutting services for the client group within designated clinics and housebound settings
- Ensure that up to date records are maintained and any changes in clients personal circumstances, medical history and medications are recorded at each appointment
- Undergo necessary training from the NHS Somerset Foundation Trust Podiatry Service
- Observe infection control guidance and ensure all clinical areas are kept safe and clean and good working practices are maintained
- Make telephone contact with the toenail cutting clients in a pleasant and friendly manner to ensure that they will be attending their appointment
- Ensure all client information/details are treated as private and confidential
- Provide accurate and legible completed registers of each clinic, including clients that have attended, cancelled appointments and any failed to attend appointments, to be sent to the office within 72 hours of the clinic.
- Complete receipt book and appointment cards for clients and issue accordingly
- Undertake banking of any monies taken from clients and submit details of amounts on relevant paperwork together with copy receipts
- Maintain PPE/equipment/stationery and ensure sufficient supplies are maintained
- Report any near misses, incidents or accidents office, recording and returning the relevant form without delay
- Monitor emails at least weekly and respond as required
- Provide assistance in notifying the office of and responding to complaints as required

QUALITY:

- Provide a toe nail cutting service to the standards of NHS Somerset Foundation Trust Podiatry Service
- Produce all paperwork fully and legibly completed in a professional manner and format required by the office

COMMUNICATIONS:

- Maintain appropriate and effective communications with clients, administration team and Supervisor
- Maintain awareness of Age UK Somerset communications

FINANCE:

- Maintain accurate and up to date records of client payments
- Submit expense forms and time sheets of hours-worked in a timely manner to the office each month

RELATIONSHIPS

- Develop and maintain good relationship with clients, their families and carers
- Develop and maintain good working relationships with venue managers and staff where clinics are held
- Comply with venue requirements and report any potential/actual issues promptly to the office or Supervisor
- Work with due regard to disability awareness and equality of opportunity
- Attend Age UK Somerset meetings when required

GENERAL

- Comply with the Statement of Responsibilities, as set out in the organisation's Health & Safety Policy.
- Comply with the Data Protection Policy and Guidelines for staff and volunteers
- Keep up to date with current trends of service provision, current practice and matters concerning older people by reading, attending courses and conferences etc.
- Represent the organisation at meetings, conferences and events where appropriate.
- Work alongside colleagues to ensure full compliance with quality standards.
- Undertake any other duties as requested by and agreed with your line manager.

EQUAL OPPORTUNITY

Age UK Somerset is committed to work towards equality of opportunity. The post holder will be expected to work within this context.

NOTE – This Job Description may be changed at any time with the agreement of the post holder to meet changed circumstances.

PERSON SPECIFICATION

Toenail Cutting Assistant

ESSENTIAL

Knowledge and Experience

1. Understand the issues which affect older people within the county of Somerset and be supportive
2. Awareness of equal opportunities and diversity
3. Basic numeracy skills

Skills and Abilities - Able to

1. Undertake training to achieve the standard required to deliver a quality and safe service of toe nail cutting
2. Organise, prioritise and plan clinics acceptable to clients
3. Work as part of a team and be able to communicate with Service Manager
4. Work unsupervised and use own initiative
5. Communicate effectively – in both written and verbal form
6. Access the internet on your computer device at home, print documents and use software packages i.e. emails, word processing, databases

General

1. Commitment to Age UK Somerset's charitable aims and core values
2. Commitment to attend Podiatry Theory and Observation Training provided by NHS Somerset Foundation Trust Podiatry Service
3. Commitment to attend Induction training and in service training provided by Age UK Somerset and attend refresher training as required and delivered by the Podiatry Service
4. Awareness of the need to provide a consistent level of service looking for opportunities to improve the service
5. A flexible and positive approach
6. A commitment to continuous improvement
7. Willing to undergo an enhanced check by the DBS prior to commencement

DESIRABLE

1. Experience of working in a caring service
2. Ability to use database systems
3. Understanding of the legislative and policy context in which Age UK Somerset works