

AGE UK WALTHAM FOREST

JOB DESCRIPTION:

<u>Job Title:</u>	Nail care assistant
<u>Salary:</u>	FTE £21,840 gross per annum pro rata/
<u>Hours:</u>	7 hours per week (1 day); £12/hour
<u>Responsible to:</u>	Emma Levine, service manager
<u>Based at:</u>	Remote working (fixed sites)

Job purpose:

Age UK Waltham Forest is developing a range of high quality, paid-for services to ensure older people can have a safer time in their own home. Your role will be to deliver a Nail Care Service, beginning at three sheltered housing schemes. The role involves an initial assessment to ensure the service is suitable for the individual. Following this you will provide toenail cutting and simple enhancements, such as the removal of dry skin, and promoting good foot health by giving advice on self-management to help keep feet in a healthy condition.

Key Responsibilities.

- To receive referrals from the services manager with appointment slots.
- To do a preliminary check with the client on their first visit to confirm their suitability, and update information on each subsequent visit.
- To cut clients' toenails at appropriate intervals (approximately every 6 weeks) in treatment rooms in sheltered housing venues.
- To record fully any foot care and health problems and highlight any concerns about foot health or general health to their GP.
- To ensure that the clients' own nail care kits are in good condition.
- Report all incidents, accidents and concerns promptly to the Service Manager.
- To maintain clear and accurate records of each treatment with clients.
- To ensure an adequate supply of the necessary materials, including PPE, in each treatment room.
- Risk assess working environments as appropriate in line with overall Risk Assessment Policy and carry out work in line with the organisation's Health & Safety policy.
- To support and coordinate with the volunteer assisting the service.
- Make referrals/signpost to Age UK Waltham Forest colleagues and other appropriate agencies and organisations for specialist support
- Attend meetings and events relating to the project as required
- Commit to and undertake any necessary training sessions to extend and update own knowledge

PERSON SPECIFICATION Competencies	Essential / Desirable
EXPERIENCE:	
Understanding of foot health and the limits of the Nail Care service	E
Experience of providing Nail Care	D
Be prepared to undergo any necessary training in nail care	E
Understanding of issues concerning older people including relevant health issues	D
Experience of working in a customer-facing environment	D
Experience in delivering to a high customer service standard	E
Understanding of the principles of confidentiality and data protection in relation to client information and records	E
Understanding of Infection Control and the use of PPE and other measures	D
Understanding of safeguarding procedures	D
Understanding of equality and diversity with a commitment to providing equality of opportunity for all; valuing diversity, promoting equality and challenging discrimination	D
Experience of using in-house database/Charitylog system	D
QUALIFICATIONS AND KNOWLEDGE:	
A recognised manicure/pedicure or foot care specialist qualification e.g. Level 2 manicure and pedicure	D
NVQ Care Level 2	D
Care Certificate (can be achieved in post)	D
PERSONAL SKILLS AND ABILITIES:	
Strong interpersonal skills including excellent communication	E
Sensitivity, compassion and empathy when discussing the personal affairs of older people	E
Effective written and oral communications including form filling and basic reports	D
Ability to carry out basic risk assessments including updating information	D
Good self-presentation skills	D
Ability to establish rapport quickly with service users	E
Being reliable, trustworthy and punctual	D
Good organisational and record-keeping skills	D
A flexible approach and willingness to work as part of a wider team	E

A willingness to participate in opportunities for professional and personal development	D
LEGAL REQUIREMENTS	
Enhanced DBS check (arranged before start in role)	E