

**Role: Nail Care Administration**

**Location: Nail Care, Various**

**What the role entails:**

To work as part of a team delivering a basic Nail Care service at a range of community venues.  
To assist in preparing the clinic area ready for customers.

**What you will need to be able to do:**

- ✓ Arrange and Coordinate appointments
- ✓ Maintain accurate records
- ✓ Provide excellent customer service
- ✓ Take payments and record transactions
- ✓ Maintain confidentiality
- ✓ Help prepare and set up clinics

**Time Commitment required:**

This role is suitable for short term volunteering

**How much training and how long it will take?**

All volunteers are required to complete mandatory online training before they start volunteering – this can take up to 5 hours

There is also additional training required for this role

**The qualities you need for the role:**

- ✓ Honesty
- ✓ Reliability
- ✓ A pleasant, polite and confidential manner
- ✓ Good communication skills
- ✓ Ability to work on own initiative and as part of a team
- ✓ An ability to speak another language such as Polish, Urdu, Punjabi or Gujarati would be helpful

**Things you MUST agree to:**

- \* Comply with Age UK Blackburn with Darwen policies at all times, especially those regarding Equal Opportunities, Health & Safety and Confidentiality
- \* Undertake required mandatory training, provided by the organisation to comply with current legislation
- \* Participate in annual volunteer reviews
- \* Keep your manager informed when you are unable to attend or of other things that affect your volunteering i.e: health conditions

Please see overleaf for more information

Fundraising - As a local independent charity, fundraising is vital to the continuation of our local services for older people. There are lots of ways of supporting us through helping with bag packs or bucket collections, delivering posters, helping at events, undertaking sponsored activities, sharing our social media posts, donating to and buying from our Charity Shop in Darwen. All volunteers are asked to support us in this way.

S:\General\Volunteers\Role Outlines\Nail Care\2024\Nail Care Administration 2024.docx