

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title:	Toenail Cutting Service Worker
Reporting to (Job Title):	Toenail Cutting Service Administrator
Employing Authority:	Age UK Northamptonshire
Salary:	£11.69 per hour
Place of work:	Countywide
Hours of work:	Casual / sessional
Employment subject to Enhanced Disclosure & Barring Service (DBS) check	
Purpose of the Job:	To deliver the toenail service to older people in their own homes.
Main Tasks and Responsibilities:	<ol style="list-style-type: none"> 1. To work within a countywide Toenail Cutting Service. 2. To have a professional attitude and to be a positive advocate for Age UK Northamptonshire, being aware of other services provided by the charity. 3. To visit clients as per appointment, providing ongoing service and undertaking an initial assessment on first visit. 4. To book ongoing visits if necessary, or to advise office of client requirements. 5. To comply with procedures that ensure that clients are charged for the Toenail Cutting Service that they receive. 6. To maintain accurate records in a secure manner. 7. To advise administrator of clients who need to be referred to professional foot care services. 8. To avail oneself of any appropriate training. 9. Any other duties as may reasonably be requested appropriate to the post.

Person Specification

Toenail Cutting Service Worker		
Person Specification: Competencies:	Essential/ Desirable	Assessed by
Education & Training <ul style="list-style-type: none"> • Car driver with access to own vehicle (no more than 3 penalty points). • Manual Handling Training (bending stooping etc involved in job role). • Basic First Aid. • Good Basic Education. 	E D D D	AF AF & I AF AF
Results Driven <ul style="list-style-type: none"> • Understands the need to consult with managers and to be accountable. • Motivated by challenge and sees problems through to their conclusion. • Recognises own personal and professional limitations. • Able to manage own time effectively. 	E E E E	AF & I AF & I AF & I AF & I
Customer Focus <ul style="list-style-type: none"> • Experience of working with older people. • Dedicated to meeting the expectations and requirements of the service, developing and maintaining effective relationships, and building trust. • Ability to maintain confidential information. 	E D E	AF & I AF & I AF & I
Communication <ul style="list-style-type: none"> • Always communicates clearly and accurately. • Listens to others and absorbs information. • Ability to work alone and as part of a team. 	E E E	I I AF & I
Planning and Organising – <ul style="list-style-type: none"> • Plans ahead and works in a systematic and organised way. • Follows directions, procedures and policies. • Able to remain calm under pressure. 	E E E	AF AF AF & I
Alignment and Compliance – <ul style="list-style-type: none"> • Aligned to the values, culture and mission of the charity. • Knowledge of working within the voluntary sector 	E D	I I
Prepared By: Su Brazell	Date: 20 th July 2017	
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AF = Application Form I = Interview T = A written test will form part of the interview process