

Job Title:	Clinical Support Worker – Podiatry
Reports to (job title):	Professional and Service Lead for Podiatry
Line Manager to:	N/A

Job purpose

The Foot Care Assistant will work as part of the BSW Podiatry Service, supporting registered podiatrists in the delivery of safe, effective and person-centred foot care services across community clinics and other care settings.

The post holder will undertake delegated clinical and non-clinical duties, providing routine foot care treatments for an appropriate risk patients within clearly defined protocols and competencies. The post holder will also assist podiatrists in the delivery of more complex treatments, including nail surgery clinics, ensuring patients receive high-quality care and support throughout their treatment pathway.

The Foot Care Assistant will work under the direction and supervision of a registered podiatrist, recognising their own limitations and escalating any concerns appropriately.

Base

Swindon Health Centre, with travel to other sites.

Key responsibilities

Clinical Duties

- Provide routine delegated foot care interventions following training and competency assessment.
- Undertake basic foot care including nail care, filing, reduction of simple callus and skin care for appropriately assessed patients.
- Support podiatrists in the assessment and treatment of patients attending podiatry clinics.
- Assist podiatrists during nail surgery procedures, preparing equipment, treatment rooms and patients in accordance with local protocols.
- Provide support to patients before, during and after nail surgery procedures.
- Assist with dressing preparation and application under the direction of a registered podiatrist.
- Undertake post-procedure observations and report any concerns to the supervising clinician.
- Observe and report changes in a patient's condition, foot health or treatment outcomes.
- Escalate concerns relating to wounds, infection, circulation, tissue viability or deterioration in foot health.

- Support patients to maintain foot health and independence through education and self-care advice.
- Prepare treatment areas, instruments and equipment in accordance with infection prevention and control standards.

Nail Surgery Support

- Support the delivery of podiatric nail surgery under the supervision of a registered podiatrist.
- Prepare clinical environments, instruments, consumables and documentation required for nail surgery sessions.
- Assist in maintaining patient comfort and reassurance throughout procedures.
- Support post-operative care, including provision of approved written and verbal aftercare information.
- Arrange follow-up appointments and support monitoring of patient attendance.
- Ensure all equipment and instruments are handled, cleaned and processed in line with decontamination procedures and service policies.
- Recognise and report signs of post-operative complications to a registered podiatrist immediately.

Patient Care

- Communicate effectively and professionally with patients, carers and relatives.
- Promote dignity, privacy, equality and person-centred care at all times.
- Support patients who may have mobility difficulties, cognitive impairment, learning disabilities or long-term health conditions.
- Provide reassurance to anxious patients attending routine foot care and nail surgery appointments.
- Support patients to understand treatment plans and self-management advice.

Administration and Record Keeping

- Maintain accurate and timely clinical records in line with organisational policies.
- Book appointments and support clinic administration processes.
- Record clinical activity and outcomes as required by the service.
- Complete documentation relating to delegated clinical interventions.
- Report incidents, accidents and near misses in accordance with organisational procedures.

Equipment and Infection Prevention

- Clean, maintain and prepare clinical equipment as directed.
- Support instrument management and decontamination processes.
- Maintain stock levels and report shortages.
- Adhere to infection prevention and control policies at all times.

- Assist in maintaining safe and effective clinical environments.

Team Working

- Work as an effective member of the multidisciplinary team.
- Participate in team meetings, supervision and appraisal processes.
- Support students, new starters and colleagues where appropriate.
- Contribute to service improvement activities.
- Demonstrate organisational values and behaviours in all aspects of work.

Communication / Relationship Skills

The post holder will communicate with:

- Patients and carers.
- Registered podiatrists.
- Administrative colleagues.
- Community nursing teams.
- GP practices and primary care colleagues.
- Other healthcare professionals involved in patient care.

The post holder must demonstrate empathy, tact and sensitivity when communicating with patients who may be anxious, distressed or undergoing minor surgical procedures.

Responsibility for Patient Care

- Deliver delegated foot care interventions within agreed competencies.
- Support registered podiatrists with nail surgery clinics and associated patient pathways.
- Recognise own limitations and seek advice when required.
- Report concerns relating to patient safety, safeguarding or clinical deterioration.
- Support patients to understand and follow advice relating to foot health and post-operative care.

Responsibility for Information Resources

- Accurately record patient information using electronic patient record systems.
- Maintain patient confidentiality and comply with Data Protection and Information Governance requirements.

Responsibility for Physical Resources

- Use clinical equipment safely and responsibly.
- Report equipment faults and health and safety concerns promptly.

- Handle instruments and clinical supplies in accordance with local policies.

Training and Development

- Complete all mandatory training requirements.
- Undertake competency-based training in delegated foot care interventions and nail surgery support.
- Participate in supervision, appraisal and personal development reviews.
- Maintain knowledge and skills relevant to the role.

Outline of Provisional Job Schedule:

37.5-hour week – standard week - Monday - Friday 8.30-17.00 with 1 hour rest -

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers, and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
• Inspire • Understand • Communicate	• Challenge • Improve • Learn	• Accountability • Involve • Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Person Specification

Essential

Qualifications

- NVQ Level 3 in Health and Social Care, Healthcare Support or equivalent experience.
- Good standard of literacy and numeracy.

Experience

- Experience working in a healthcare, social care or community care setting.
- Experience providing direct patient care.
- Experience working as part of a multidisciplinary team.

Knowledge and Skills

- Excellent communication and interpersonal skills.
- Ability to work to agreed protocols and delegated care plans.
- Understanding of confidentiality and information governance.
- Basic IT skills.
- Understanding of infection prevention and control principles.
- Ability to provide reassurance and support to patients undergoing minor procedures.

Personal Attributes

- Caring, compassionate and patient-focused approach.
- Reliable and organised.
- Able to work independently within defined parameters.
- Willingness to develop new skills.
- Commitment to high standards of patient care.

Desirable

Qualifications

- Care Certificate.
- Foot Care Assistant qualification or equivalent training.
- Training in aseptic technique or minor surgery support.

Experience

- Experience working within a podiatry service.

- Experience supporting minor surgical procedures.
- Experience working with patients with diabetes, frailty or long-term conditions.

Knowledge

- Understanding of foot health and preventative foot care.
- Knowledge of diabetic foot care principles.
- Understanding of safeguarding procedures.

Key Working Relationships

- Clinical Lead Podiatrist
- Podiatry Team Leads
- Podiatrists
- Foot Protection Team
- Community Nursing Teams
- Community Services Colleagues
- GP Practices
- Patients and Carers

Employee signature

Manager signature
