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| Job Title: | Podiatry Assistant |
| Reports to (job title): | Team Manager |
| Line Manager to: | N/A |
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## Job purpose

The post holder will support a team of Podiatrists to delivery high quality care to patients within the Podiatry Service. The post holder will plan and manage their clinical time, which will include providing a range of routine interventions and assisting with minor surgical procedures and specialist care for patients with Diabetes, Rheumatological and Biomechanical problems based on best practice guidance.

Required on the job training will support the post holder to an NVQ level 3 or equivalent qualification. The post holder must be committed to achieving this.

Base

Various

This post is responsible for

* To provide high quality podiatry services to patients within the Podiatry service by being an effective member of a highly motivated team which embraces multidisciplinary working.
* Deliver cost effective, quality podiatry services which are in line with commissioner’s expectations and targets, meet national podiatry standards and respond to the needs of the local health community.
* Follow appropriate care pathways in managing conditions and promoting providing care at the right time to the right people and in the right place across the trust is part of this role. This encourages equitable service across the Trust.
* To support the administrative work of the Podiatry service by responding to telephone enquiries, bookings, pulling and making up of notes, filings, stock control, sending letters and information to patients as required and other tasks as allocated by members of the Podiatry Team
* As a team member work within department guidelines, policies and procedures to ensure seamless and consistent delivery of care to patients.
* Encourage service users to feedback on their experiences, ensuring this information is shared with members of the team and is used to improve satisfaction.
* Interact positively with patients and members of the public to deliver service improvements where required.
* Responsible for the maintenance of heath records in line with national guidance (e.g. data protection act) and internal information governance policies.
* Ensure relevant documentation is kept up to date, including auditable data for external inspection (CQC) as required. Complete data collection sheets for departmental statistical returns and in line with the programme of audit.
* Support the management of risk with the Podiatry service by highlighting concerns to the Group Lead Podiatrist/Senior Podiatrist/Deputy Head of Service, by recording this information within the Risk Register and working proactively to reduce risk.
* To ensure effective communication of complex, highly sensitive and emotional information to patients who are “at risk”/vulnerable for a variety of reasons such as, reduced vision, terminally ill, or pre/post amputee patients. This requires excellent interpersonal, negotiation and counselling skills.
* Report incidents where high quality care is not achieved to prevent reoccurrence.
* Support Podiatrists by monitoring stock in clinical settings and raising orders as required
* Support Podiatrists by ensuring appropriate paperwork is available at all clinical settings

**Patient Client Care**

* To be responsible for the implementation and evaluation of individual patient care packages as deemed appropriate by the supervising Podiatrist. This will include
* The treatment of normal healthy toe nails
* Reducing thickened or fungally infected toe nails using a nail drill
* Clearing and packing nail sulci
* Applying dressings under the direction from the Podiatrist
* Manufacturing chairside appliances such as otoforms, felt paddingbor props that have been prescribed previously
* Use of foot file to remove small amounts of callus
* Offering Footcare advice
* To work to the requirements of the service and that of the commissioners, as outlined in the service description and eligibility criteria – ensure those patients not eligible for treatment are discharged/signposted to other organisation to continue any follow on treatment.
* To be able to plan and organise all allocated caseloads. This may include domiciliary visits and working unsupported or in a lone working situation
* To support the Podiatrist in joint working to ensure the effective delivery of this service. This will include working in clinics dedicated to the treatment of high risk patients who have complex medical and podiatric needs.
* Liaison/arrangement and follow up of immediate intervention from other relevant professionals as directed by the Podiartist:

Orthotist

District Nurse

GP

Practice Nurse

Carer

* To be responsible for the monitoring and ordering of stock/products, pharmacy items and appliances.
* To demonstrate clinical judgement in the referring to the Podiatrist when clinically indicated and in accordance with departmental guidelines. This will include recognising signs of foot pathology in people who are at risk e.g. infection, ulceration, inflammation
* To collect and monitor all statistical information as specified by the Clinical Specialist.
* To participate in nail surgery rota where duties include:
* Maintaining a sterile environment i.e. cleaning of appropriate equipment and clinical areas
* Prepare patients pre and post operatively i.e. remove hosiery, swab feet and provide appropriate post-op information
* Provides podiatrist with appropriate nail surgery instruments and dressings following departmental procedure
* Dispense application of phenol as directed by Podiatrist
* Provide departmental advice to patients on post operative care.
* Clear clinic after use, return used instruments to DSDU and dispose of excess phenol safely and in accordance with COSHH guidelines
* Involve patients in developing treatment plans, ensuring all options are explored and communicated clearly to prevent misunderstanding.
* Care will be provided in a range of primary and secondary care settings, some of which may be in isolation primary in hospitals, clinics, community clinics and GP practices but may be expected to work on occasions:

Ward Rounds

Health Centres

GP practices

Residential Homes

Patients Homes

* To have the capability and knowledge to risk assess and to move and handle patients, who may be immobile, wheelchair or bed bound, appropriately; following and interpreting manual handling guidelines. Situations often involve working in difficult and unpleasant conditions, and which may be contaminated by blood, urine or faeces.
* To recognise when treatment needs to be escalated to a more senior clinician to ensure the best outcome for the patient – act upon this and ensure timely onward referral.
* Monitor treatment plans and decide when alternative courses of action need to be implemented.
* Prepare the clinical area for use, being aware of risk of cross infection and infection control.
* Commit to Continuing Professional Development, ensuring regular attendance at recognised/relevant courses/conference which relate to the role and/or service – evidence such attendance as required by the Trust

## 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.

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| **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](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf) , [NHS Constitution](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx) and [HSCIC Code of Practice on Confidential Information](https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/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.

## Personal Specification

* Trust Values – STAR

Service – puts our customers first

Teamwork – works together with the team

Ambition – aspires to provide the best service

Respect – acts with integrity

Essential

* Good standard of Education
* Experience of working as part of a team to deliver excellent outcomes
* Experience of communicating and liaising with members of the public
* Organised and able to prioritise tasks and workload.
* Able to meet deadlines and to work under pressure with good time management skills
* Accurate with a high level of attention to detail.
* Able to communicate effectively using a variety of media to a variety of people, some of whom will have complex needs.
* Good listening skills
* Self motivated and able to cope with challenges.
* Numerate
* Demonstrable IT skills
* Flexible in approach to working and able to adapt well to changing situations
* Assertive
* Licensed to drive with access to a motor vehicle for business purposes

Desirable

* NQV level qualification or equivalent
* 5 GCSE’s A-C or equivalent
* Good working knowledge across a range of podiatric practices
* Experience of working in a complex healthcare environment
* Experience of working as a Podiatry Assistant
* Experience of working to deliver high standards of patient satisfaction.
* Experience of working with diverse needs.
* Proven working knowledge of Health and Safety in the workplace
* Developed general podiatric skills

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| Employee signature |
| Manager signature |