

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Podiatry Assistant |
| **Reports to** | Specialist and Lead Podiatrists |
| **Band** | Band 3 |
| **Department/Directorate** | Podiatry Service |

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| **JOB PURPOSE** |
| To assist qualified Podiatry staff in specialised clinics.  To be responsible for the preparation of the outpatient clinic, cleaning and disinfection of all equipment. Monitoring of equipment testing, stocking operating trolleys and ordering stock on a daily basis.  To provide a high standard of clinical care and advice to high risk patients and patients with a podiatric need whilst supporting the work of Podiatrists.  To implement individualised patient care plans as prescribed by Podiatrists in accordance with local guidelines and protocols.  To advise / escalate to the Podiatrists any changes in a patient’s condition.  To provide foot care advice, education support to individual patients, relatives, carers and other Health care professionals.  To assist the Podiatrist undertaking nail surgery clinics.  To participate fully in wound management and redressing clinics to support the Podiatrist.  To support the inpatient podiatrist with inpatient diabetic foot care education.**K** |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| To advise, promote and deliver foot health and education.  To be responsible for the implementation of individual care packages as prescribed by the Podiatrist to a range of patients.  To take part in neurovascular foot checks and the delivery of foot health education in accordance with the agreed protocols using appropriate equipment e.g. monofilaments and Dopplers.  To escalate and liaise with the Podiatrists any changes in a patient’s condition.  To participate in nail surgery sessions assisting the operating Podiatrist to maintain a sterile environment, record data during procedures, preparing patients for surgery and follow up post-surgery with virtual consultation.  To regularly assist the Podiatrist in wound management following treatment by the Podiatrist working within the Trust Infection Control policy.  To be responsible for the maintenance of appropriate documentation on Epic for patient’s records, statistical analysis captured on a daily basis, participating in departmental audits as necessary  To monitor the CSSD packs in accordance with service protocol.  To stock operating trolleys at the beginning and end of each clinical session and order stock as required.  To frequently provide assistance to patients throughout the clinic sessions with hosiery, splints etc.  To follow trust protocol when regularly moving patients in wheelchairs etc to and from clinics/ wards/ waiting rooms, in accordance with the Trust Moving and Handling Policy.  To work sympathetically with patients who may have been given a poor prognosis/diagnosis such as an amputation many of whom are elderly, have complex medical conditions or are terminally ill.  To accurately collect and record data which may be complex and of a sensitive nature.  To be flexible to cover other podiatry assistants in other clinics often at short notice due to sickness and annual leave.  To attend regular staff meetings being an active member of the team engaging in discussions and decision making. |
| **KEY WORKING RELATIONSHIPS** |
| To encourage productive relationships with all podiatry staff, Trust staff and outside agencies  Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Podiatry Professional Lead * Lead Podiatrists * Podiatrists and Podiatry assistants * Podiatry Operational Service Manager * Admin/ clerical staff * Ward staff * District Nurses/ Auxiliaries/ support staff * Specialist Nurses * Ambulance liaison * Neighbouring Trust staff * GP practice staff * Public Health workers/ school nurses * Computer/ information services staff | * Patients/ carers/ relatives Ambulance liaison * Neighbouring Trust staff * GP practice staff * Public Health workers/ school nurses NHS Supplies * Other statutory Agency staff * Nursing/ Residential homes * Other Allied Health Professionals * Voluntary agencies | |
| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| Work autonomously without direct supervision within their area of practice.  Work will be prioritised work according to time scales required considering any clinical risks.  Work within codes of practice.  Work within organisational Policies, Procedures and Standard Operational Procedures (SOP) and  knowledge of where to reference these.  Is responsible for taking decisions alone in emergency situations e.g. finding a collapsed patient. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| The post holder will communicate effectively across a wide range of channels and with a wide range of  individuals, the public and health social and care professionals. They will use both verbal and non-verbal  methods of communication, dependent on the needs of the patient and address communication barriers.  They should demonstrate the interpersonal skills that demonstrate empathy, compassion, courtesy,  respect and trust.  To work effectively and efficiently with all podiatrists within the Royal Devon University Healthcare NHS Trust  To have close working relationship and communication with both primary and secondary care professionals including GP’s, nurses AHP's plus engagement in multidisciplinary working to ensure a seamless delivery of care to patients  To liase with the administrative staff and office manager to ensure the smooth running of the clinics  To deal sensitively with patients, most of whom present with complex clinical conditions or multiple pathologies and frequently have physical, psychological and emotional conditions e.g. high levels of anxiety or aggression or confusion caused by pain, spreading infection, hearing loss, learning difficulties, physical difficulties, amputation, limited mobility, dementia, terminal illness  To be able to effectively and carefully deliver information directly to patients regarding difficult diagnosis or poor prognosis in a caring manner  To meet regularly with the Lead Podiatrist for advice and support  To deal with verbal complaints, verbally aggressive or distressed patients with the ability to diffuse the problem and avoiding escalation |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| The Podiatry Assistant is expected to develop competence to:   * Make judgements to review the patient’s condition and feeds back to a Podiatrist appropriately * Analyse and act appropriately in complex situations and escalate where required to a Podiatrist * Recognise risk factors to staff, patients and carers and escalate as appropriate * Understand the implications of the Mental Capacity Act and acts to assess capacity as   appropriate |
| **PLANNING/ORGANISATIONAL SKILLS** |
| Work without direct supervision to undertake delegated clinical activities as directed by the Podiatry Professional Lead or Podiatrist. |
| **PATIENT/CLIENT CARE** |
| The Podiatry Assistant will:   * Support the Podiatry service and work within the HCPC standards of practice * Able to implement clinical care packages related to clinical skills * Demonstrate own clinical competence developed through continual professional development, reflective practice and maintenance of clinical competencies * Work pattern may require a schedule of different clinic locations with frequent concentration for treating and interacting with patients/carers etc. The workload is unpredictable and subject to change and interruption i.e. calls being re-prioritised, interactions with work colleagues, family/patients/carers needs * Contributes to holistic assessments of patients * Develop skills to recognise risk factors to staff, patients and carers within the healthcare setting * Report any untoward incidents, complaints and clinical emergencies to the appropriate professional within the appropriate times * Promotion of health and wellbeing |
| **POLICY/SERVICE DEVELOPMENT** |
| To work within the Trust’s Policies, Procedures and Standard Operating Procedures (SOP).  To maintain the Trust’s Standards of Clinical Governance.  Support the Podiatry Professional Lead with service development within the Podiatry service  to facilitate proactive timely, patient centred care. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| Ensure the efficient use of resources i.e. appropriate wound dressing choice that is evidence-based.  Exercise personal duty of care in the safe use and storage of equipment.  Be environmentally aware and prudent in the use of resources and energy. Ensure safe keeping of patient property, in line with Trust  policy.  Ensure that adequate stock levels are maintained through standard ordering procedure, non-stock  requisition and sourcing individualised resources through procurement.  Assessing and ordering equipment needs to support patients. |
| **HUMAN RESOURCES** |
| Act responsibly in respect of colleague’s health, safety and welfare following safety at work practices,  whilst working in compliance with local health and safety policy and guidance.  Recognises and respects equality and diversity, demonstrating an inclusive approach in all environments.  Understands the importance of role modelling and participates in the training and supervision of staff as  appropriate to the postholders’ competency.  Ensure adherence to safe lone working practices and use of staff tracking systems.  Participate in supervision and annual appraisal with a Podiatrist to support professional development.  Individual responsibility to complete mandatory training in line with electronic staff record.  Supports the Podiatry Professional Lead and other registered professionals with Health and Wellbeing  activities in the team e.g. act as a Health and wellbeing champion for the team.  To support other teams/areas where clinical risk has been identified. |
| **INFORMATION RESOURCES** |
| Recording, storing and providing information in relation to patient records following GDPR guidance.  Accurately completing and maintaining effective patient’s records, both written and electronically.  Completing electronic patient activity effectively to facilitate data collection.  Recording and storing information on relevant IT systems.  Follow all information governance guidance and policies, maintain confidentiality as outlined within  Trust policies. |
| **RESEARCH AND DEVELOPMENT** |
| To actively promote and collect patients, relatives and carer feedback of the community services, to  help facilitate learning and improvement.  To participate in relevant audits. |
| **PHYSICAL SKILLS** |
| Develop a range of clinical skills that have been obtained through practice, these might include use of nail drill and wound care but this is not an exhaustive list.  Developed physical skills through hand eye coordination when undertaking clinical tasks  Daily work includes frequent driving, sitting/standing and walking, moving equipment, frequent use of  IT equipment, frequent manual handling and treatment of patients in restricted positions. The  postholder will need to demonstrate keyboard skills to support their own learning and entering  information into the patient record system. |
| **PHYSICAL EFFORT** |
| Driving, including flexibility of moving between environments.  Manual handling of patients working within the confines of the clinic location.  Manual dexterity to perform clinical tasks including documenting on IT systems. |
| **MENTAL EFFORT** |
| Mental effort is required for more than half your individual shifts. This could be around:   * Understanding of a range of procedures which are evidence based * Frequent concentration to interpret guidance into practice * Ability to be able resilient to the predictable and unpredictability of workload |
| **EMOTIONAL EFFORT** |
| Treating the terminally ill, chronically sick and their families, carers and friends. This includes  supporting a registered practitioner having to break bad news or give distressing news to  patients/relatives/carers and dealing with emotional circumstances.  Working with patients with mental health, learning disabilities and challenging behaviour. |
| **WORKING CONDITIONS** |
| Frequent daily contact with:   * Body fluids e.g. faeces, vomit * Smells * Infections * Dust * Frequent contact with adverse weather conditions whilst out in the community * Working with patients who make unwise choices or who present with challenging behaviour |
| **OTHER RESPONSIBILITIES** |
| Take part in regular performance appraisal.  Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling  Contribute to and work within a safe working environment  You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection  As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.  You must also take responsibility for your workplace health and wellbeing:   * When required, gain support from Occupational Health, Human Resources or other sources * Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health * Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you * Undertake a Display Screen Equipment assessment (DES) if appropriate to role |
| **DISCLOSURE AND BARRING SERVICE CHECKS** |
| This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check. |
| **GENERAL** |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.  Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.  Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability. |

PERSON SPECIFICATION

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| **Job Title** | Podiatry Assistant |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  GCSE or equivalent qualification to demonstrate numeracy and literacy  Demonstrable experience of direct patient care in a healthcare setting  Demonstrable experience in a clinical setting in a healthcare assistant role  Proven knowledge of clinical procedures  Proven evidence of team working abilities  Proven ability to work unsupervised  Documented evidence of CPDNVQ level 3 in foot care as accredited by SOCAP | E  E  E  E  E  E | D |
| **KNOWLEDGE/SKILLS**  Excellent oral and written communication skills  Demonstrate organisational skills  Practical ability to use Podiatry instruments and equipment safely  Demonstrate flexibility  Knowledge of standards of record keeping  Evidence of IT skills to ECDL standard or equivalent.  Ability to develop personal skill to carry out role  Counselling skills  Some knowledge of Podiatry | E  E  E  E  E  E  E | D D |
| **EXPERIENCE**  Managing own caseload  Working with the public  Experience of team and independent working  Working in a care environment  Some knowledge of the NHS | E  E  E | D  D |
| **PERSONAL ATTRIBUTES**  Work under pressure and respond to change  To have the capability to assist and handle patients who may be immobile, wheelchair bound or bed-bound often in confined spaces  To have a responsible and caring attitude  To have developed skills to directly deal with patients in distress  To be able to act appropriately on receiving and conveying information of a sensitive/distressing nature  Ability to work in a wide and unpredictable range of settings with frequent interruptions  To work under pressure with a high caseload | E  E  E  E  E  E  E  E |  |
| **OTHER REQUIREMENTS**  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Ability to travel to clinic locations across North Devon as required. | E  E |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | Y/N |  |  |  |  |
| Contact with patients | Y/N |  |  |  |  |
| Exposure Prone Procedures | Y/N |  |  |  |  |
| Blood/body fluids | Y/N |  |  |  |  |
| Laboratory specimens | Y/N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | Y/N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | Y/N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | Y/N |  |  |  |  |
| Animals | Y/N |  |  |  |  |
| Cytotoxic drugs | Y/N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | Y/N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | Y/N |  |  |  |  |
| Dusty environment (>4mg/m3) | Y/N |  |  |  |  |
| Noise (over 80dBA) | Y/N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | Y/N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y/N |  |  |  |  |
| Heavy manual handling (>10kg) | Y/N |  |  |  |  |
| Driving | Y/N |  |  |  |  |
| Food handling | Y/N |  |  |  |  |
| Night working | Y/N |  |  |  |  |
| Electrical work | Y/N |  |  |  |  |
| Physical Effort | Y/N |  |  |  |  |
| Mental Effort | Y/N |  |  |  |  |
| Emotional Effort | Y/N |  |  |  |  |
| Working in isolation | Y/N |  |  |  |  |
| Challenging behaviour | Y/N |  |  |  |  |