

Everything you need to know about being our Local Adviser Team Manager - Scotland

You'll manage, coach and develop a team of Parkinson's Local Advisers (PLAs) to deliver a high standard of service across Scotland. You'll ensure that the team is supported in meeting service demand which will include more complex casework, covering gaps, or supporting new/inexperienced colleagues.

You'll work with colleagues in the Scotland team to support the delivery of local priorities to reach more people affected by Parkinson's.

What you'll do

- Lead a team of Parkinson's Local Advisers to deliver a professional service that gives accurate, tailored information and support based on needs in line with optimal service practice
- Ensure quality service standards are met, including assessing needs, advocacy, information and support given and referrals
- Provide support and guidance to your team of advisers, including on complex casework and safeguarding cases. Occasional need to pick up direct casework at busy times/absences etc.
- Ensure appropriate staffing cover and support other teams as required
- Understand and manage the challenges of delivering a service within a devolved nation with different benefits and structures of health and social care.
- Work with other team managers across the UK and other colleagues to agree priorities to reach more people and provide a visible local service in Scotland
- Be responsible for high quality data capture within organisational guidelines
- Maintain levels of continual professional development for yourself and your team
- Responsible for the health and safety of a dispersed team, ensuring compliance with policies and procedures and acting as escalation point for our lone working app

What you'll bring

- Experience of managing, coaching, developing, and motivating a dispersed staff team, including workload distribution and prioritisation **(A,I,T)**
- Ability to implement reflective practice principles **(I)**
- Commitment to working principles that empower people who use our services **(I)**
- Experience of providing health and social care information services **(A,I)**
- Experience of problem solving and supporting people with complex issues **(A,I)**
- Experience of delivering a multi channel service effectively **(A,I)**
- Ability to work with attention to detail and communicate well in a range of ways **(I)**
- Ability to be calm and deal effectively with challenging or emotional situations/people **(I)**
- Understanding of Parkinson's, including relevant health and social care and welfare benefits including those particular to Scotland **(I)**
- Competence with technical tools (online case management systems or similar) **(A,I,T)**
- Working experience of the importance of data quality and using data in your work **(I,T)**
- Work flexibly across service hours, live in the area covered, with ability to travel **(I)**
- Experience to adhere to data protection requirements and confidentiality. **(A,I)**

A bit more about the role

You'll report to the **Country Director - Scotland**

Your contract will be **permanent**

You'll work **35 hours per week**

This role is **home based in Scotland**, and in person activities will be expected to meet the requirements of your role and based on your team agreement, such as meeting with your team, people affected by Parkinson's and engagement with the community/stakeholders.

You'll be paid : **£41,204.92 per year**

Your main relationships will be with:

- **People with Parkinson's and their families/carers**
- **Colleagues in Scotland**
- **Shared Adviser Services teams (Helpline and specialist support teams**
- **Health and social care professionals and representatives of local voluntary, statutory and private agencies involving the care of people with Parkinson's in Scotland.**
- **Local networks across Scotland**
- **Colleagues across the organisation right across the UK**

Be part of the **Community** directorate

How can we offer better support, every day? Our Community team leads our work supporting people with Parkinson's, their families and carers.

Our priorities are set through feedback from people affected by Parkinson's. We make sure that everyone has access to the best care and support from health services and from us. Especially when things get more complex. We can't do this alone. We work in partnership with networks of supporters, including over 3000 volunteers in our local groups.

We make sure that the voices of people affected by Parkinson's are heard by the right people, in the right places, at the right times.

What we offer

We recognise that our greatest asset is our people! And our benefits reflect our commitment to nurturing a thriving and fulfilled workforce.

Our benefit package is designed with your well-being in mind. From reward, health and wellness initiatives, learning and development opportunities and a range of perks tailored to enhance your work-life balance.

To find out more about what we offer, follow this link

Our benefits, and what we offer can be found on our website:

<https://www.parkinsons.org.uk/about-us/benefits-working-us>

What we do and how we do it

Our vision • our ultimate aim

Together we will find the cure, and improve life for everybody affected by Parkinson's.

Our social mission • what we deliver

We're a people-powered movement. On the verge of major breakthroughs in Parkinson's. By uniting we will find a cure. Together, we will help people get the best care and will ensure everyone sees the real impact of Parkinson's.

Our values • the way we work

- **People-first:** We're a strong movement for change, informed, shaped and powered by people affected by Parkinson's. We value and support each other.
- **Uniting:** We're people with Parkinson's, scientists and supporters, fundraisers and families, carers and clinicians. We're working, side by side, to improve the lives of everyone affected by Parkinson's
- **Pioneering:** We innovate across everything we do. Creative, courageous and with pioneering spirit, we strive to continually improve.
- **Driven:** We live and breathe our purpose. We set clear goals and strive to deliver the greatest impact for people affected by Parkinson's.