

Everything you need to know about being our Parkinson's Local Adviser – North East & Yorkshire

Our adviser teams work within local areas providing a wide range of expert information and guidance, via a variety of channels including community settings. You'll provide a personalised service that enables appropriate levels of self-advocacy and/ or advocate on behalf of clients, signposting to other services as relevant.

You'll empower people affected by Parkinson's, their families and carers to live lives that are as fulfilling as possible and to take an active role in their treatment becoming their own advocate in health and life, wherever possible.

What you'll do

- Provide in depth, person-centred information and guidance to clients by a range of means, including community settings, and ensuring the most efficient and effective use of resources in line with service policy
- Respond to enquiries through a range of channels and areas based on service need, keeping accurate, up to date online client records in line with practice
- Make best use of time in providing an effective client service
- Recognise and respond to potential safeguarding situations using established procedures
- Provide information on a variety of health and social care issues, including appropriate emotional support, employment and welfare benefits guidance and advocating with and on behalf of clients
- Answer client enquiries professionally using a jargon-free approach and within established timescales
- Maintain relationships and partnerships with internal and external teams and in a range of settings and ways to achieve the best outcomes of clients
- Keep up to date with organisational and professional development relevant to your role

What you'll bring

- Background and/or current experience in health and social care **A**
- Experience of providing health and social care information through a range of channels **A**
- Well-developed telephone skills including active listening and questioning **A,I**
- Experience of supporting and empowering people with problem solving, navigating the health and social care system and participating in their own care **A,I**
- Experience managing a complex caseload effectively and efficiently **A,I,T**
- Ability to be calm and deal effectively with challenging or emotional situations and/or people **I**
- Demonstrable digital competence, with experience of effective use of a range of tools including online case management systems or similar **A,I**
- Ability to work collaboratively **I**
- In depth understanding of Parkinson's, relevant issues and legislation, in particular in connection with health and social care and welfare benefits **I**
- Commitment to working within the principles of equal opportunities **I**
- As appropriate, live in the area covered by the role with the ability to travel and work flexibly **A**

Assessed by: (A) application stage (I) interview stage (T) assessed by a test/presentation

A bit more about the role

You'll report to the **Team Manager**.

Your contract will be **permanent**.

You'll work **30 hours a week**.

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

You'll be paid **£29,329.62 per year**

Your main relationships will be with:

- **Your regional/ country team**
- **People with Parkinson's and their families**
- **England/ Country team**
- **Health and social care professionals and representatives of local voluntary, statutory and private agencies involving the care of people with Parkinson's**
- **People with Parkinson's and their families**
- **Colleagues across the organisation**

Be part of the Community directorate

Community

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.