

# Everything you need to know about being our Parkinson's Local Adviser

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, friends 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 for 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**

**(A)** indicates that this criteria will be assessed at the Application stage

**(I)** indicates that this criteria will be assessed at the 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 **35 hours per week**

You'll be based **at home**.

You'll be paid **£33,546.95 per year, pro rata**

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

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.

The directorate delivers services to individuals and communities across the four nations including information and support, community development, volunteer support, and local group support.

## What we offer

**Flexi-time** – The scheme offers employees flexibility on start and finish times, and the ability to take back time you have worked above your contracted hours.

**Annual and Christmas leave** – We offer 25 days, rising by an additional day after two years and then another day after four years' service, taking you to 27 days. We also close for three days between Christmas and New Year, and you don't need to book this using your allowance.

**Our UK Office** - Take advantage of our UK office based in London, Victoria, which offers a great space to work with sit-stand work desks, touch points, collaboration spaces and private working booths. Most of our meeting rooms are now equipped with new Google

Meet devices which let you easily conduct hybrid video conference calls and collaborate with both colleagues in the room and those joining remotely.

**Interest-free season ticket loan** – This will enable you to purchase an advance ticket more cheaply, once or twice a year, and benefit from the savings. You can apply after you're confirmed in post

**Pension** – You'll be eligible and auto-enrolled into a pension scheme. We'll double your contribution up to 6% - so if you contribute 2%, we'll contribute 4% etc.

**Salary Exchange** - The scheme offers you to exchange part of your gross salary for pension contributions. Salary exchange is linked to our auto enrollment pension scheme and is operated on an opt-in basis.

**Sabbatical Leave** - The charity is committed to supporting our people in their personal and professional aspirations and offers sabbatical leave for up to six months after three years continuous service.

**Interest-free educational loan** – This is our commitment to invest and support employees with continued learning.

**Death in service cover** – From your first day of service, we'll pay four times your salary, if you're aged between 16 and 70.

**Ride2work programme** – This is another scheme that enables employees to get tax incentives from cycling to work.

**Employee assistance programme** – A free and confidential service which ranges from emotional support to financial advice.

**Learning and development** – A key part of our People Strategy is to continue to develop and enhance the learning experience during your time at Parkinson's UK, and we are proud to offer many learning opportunities.

**Maternity, adoption and shared parental pay** – we offer an enhanced arrangement on the statutory entitlement. This is 8 weeks at full pay and 18 weeks at half pay dependent on your qualifying service.

**Paternity pay** – we offer up to 2 weeks full pay dependent on your qualifying service.

**Family leave** – these policies include compassionate, dependents, carers and bereavement leave that support the lives of employees who have additional commitments

## 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.