

# Everything you need to know about being our Care Adviser

You'll work as part of a small, specialist team to provide expert information and support to people with Parkinson's and their families across the UK on complex care needs and social care issues by phone, email and post.

You'll support Local Parkinson's Advisers, Helpline Advisers and the wider organisation on care issues, and help to ensure knowledge and resources in this area are up to date and relevant.

## What you'll do

- Provide expert information and support on complex care needs and issues directly to people affected by Parkinson's across the UK, signposting to appropriate internal and external resources as necessary
- Ensure accurate and up to date information and support is given on all aspects relating to care, including hospital discharge and residential care
- Work as part of a specialist team to keep abreast of trends and developments in the field, helping to disseminate this information as appropriate
- Engage with and provide information, support and training to the Helpline, Regional Teams and wider charity
- Ensure that the responses made to enquiries and referrals are delivered within agreed protocols, timelines and procedures and provide a professional service at all times, including maintaining accurate and timely records in line with service procedures

## What you'll bring

- Proven experience of working in an information and advisory capacity, preferably in social care **A,I**
- Substantial proven experience in working with people on all aspects relating to care, and supporting them to resolve issues **A,I,T**
- Excellent knowledge of current social care issues and proposed reforms, preferably across all four nations **A,I,T**
- The ability to research and absorb complex information from a range of specialist information resources **I**
- Excellent communication skills with the ability to communicate complex information to a wide range of people **A,I,T**
- Ability to deliver training around care such as hospital discharge, residential care and continuing health care **I**
- Ability to cope with challenging or emotional enquiries and clients and to work in an empathetic way with a strong customer-orientated approach **I**
- Experience of operating in a modern digital workplace with experience of online case management systems and an understanding of the importance of data quality **I**

**(A) assessed at Application stage (I) assessed at Interview stage (T) assessed by a Test/presentation**

## A bit more about the role

You'll report to the **Senior Care Adviser**

Your contract will be **Permanent**

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

You'll be **Home Based**

You'll be paid **£37,535.09**

Your main relationships will be with:

- **People with Parkinson's and their families**
- **Parkinson's Advisers**
- **Helpline Advisers**
- **Regional Teams**

## 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.

**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.