

Everything you need to know about being our Benefit and Employment Adviser

You'll provide information and direct support to people with Parkinson's and their families on welfare benefits and employment issues through specific case work and advice.

You'll support Parkinson's UK Advisers with issues relating to welfare benefits and employment and you'll take a lead role in ensuring knowledge and resources in this area are up to date and relevant.

What you'll do

- Provide accurate information on all aspects relating to welfare benefits and employment issues.
- Work as part of a specialist team, take a lead role in keeping abreast of developments in the field.
- Provide direct support to people affected with Parkinson's and their families on welfare benefits and employment issues in line with service guidelines.
- Provide information, support and training on welfare benefits and employment issues relating to those with Parkinson's to Parkinson's UK colleagues.
- Ensure that the responses made to enquiries and referrals are delivered within agreed protocols 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 in an information and advisory setting, benefits and employment related **A,I,T**
- Substantial proven experience in working with people on resolving benefits and employment related issues (at least 1 year of experience within the last three years) **A,I,T**
- Experience of supporting people within a tribunal setting **A,I,T**
- Excellent knowledge of welfare benefits, universal credit and current welfare reforms and experience of carrying out benefit calculations **A,I,T**
- Ability to cope with challenging or emotional enquiries and clients and to work in an empathetic way with a strong customer-orientated approach **I,T**
- 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 bit more about the role

You'll report to the **Senior Benefits and Employment Adviser**.

Your contract will be **permanent**.

You'll work **35 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 **£38,808.76 per year (Travel expenses to the UK office are covered by the charity)**

Your main relationships will be with:

- **People with Parkinson's and their families**
- **Service Managers**
- **Senior Parkinson's Local Advisers**
- **Parkinson's Local Advisers**
- **Parkinson's Helpline Advisers**

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.