



## Helpline Care Navigator Job Description

Job Title:	Helpline Care Navigator – Maternity Cover
Team:	Information and Support
Salary:	£13,273 pro rata for 18.5 hours
Hours of Work:	18.5 hours per week to include shifts 9am-5pm & 11am-7pm This may include working some unsociable hours including weekends
Annual leave:	103.6 hrs which includes bank holidays – Pro rata
Location:	Hybrid - home working within the region & Milton Keynes Region- Greater London
Contract Type:	<b>Part-Time - Maternity cover</b>
Reporting to:	Helpline Manager
Experience/Qualifications Required:	Experience in delivering helpline and/or information support services. Excellent listening and interpersonal skills Experience of neurodegenerative diseases and/or working with/within the NHS and with HSCPs would be beneficial.

### About Us

Based in Milton Keynes, PSPA is a national charity providing support and information to people living with Progressive Supranuclear Palsy (PSP) and Corticobasal Degeneration (CBD). These rapidly progressing neurological conditions are caused by the premature loss of nerve cells in certain parts of the brain, and like many other chronic conditions, there is currently no cure. However, many of the symptoms can be managed, and our mission is to provide everyone affected with PSP & CBD with information and support to enable them to lead the best possible life they can.

Raising awareness of these conditions amongst health and social care professionals since 1994, we also fund research into diagnosis and treatments, relying almost entirely on voluntary donations.

Our Helpline is part of our core service provision, which is a mix of employed staff and volunteer supporters in the evening. We are currently in touch with approximately 2,000 people living with PSP & CBD, and in addition, approximately 12,000 others registered as health & social care professionals, carers, supporters, volunteers, or fundraisers.

## **Objectives**

The role is to:

- Be the 'first port of call' for people with PSP & CBD, their carers, and families. It is essential that you can deliver a consistently high level of professional service that always meets helpline best practice
- Maintain the principles of confidentiality, data protection and equal opportunities in all aspects of your work.

## **Key Duties and Responsibilities**

- To provide accurate information in all aspects of PSP & CBD in response to enquiries and signpost onto other organisation where appropriate
- Ensure a maximum response to all helpline calls, emails, and enquiries
- To keep clear and accurate records and statistics of enquiries received and actions taken
- To carry out a maximum number of proactive calls to people affected by PSP & CBD within your region as directed by the Helpline Manager
- Develop and maintain a database of key health and social professionals and regional services
- To deliver awareness and learning sessions to HSCP's within your region
- Attend outreach events to build the profile of PSPA services among health professionals
- To signpost to PSPA Support Groups and services
- Liaise with external services to signpost to local support
- Take an active part in the delivery and planning of information and support events, which may include the possibility of overnight stays and weekends
- Liaise with the fundraising team to signpost to fundraising activities
- To attend and contribute constructively to team and other meetings as required
- To ensure the implementation of policies, procedures and quality standards as defined by PSPA
- To recognise the importance of, and actively participate in, training offered locally and nationally and occasionally outside of normal working hours
- Contribute to the development of literature and articles for PSPA Matters
- To undertake any other tasks, by agreement, as required, in support of the work of PSPA.

## Person Specification

	Essential	Desirable
Health and Social Care qualification		✓
Knowledge of PSP & CBD or other neurodegenerative diseases and/or experience in working in the NHS		✓
Understanding of disability issues and the needs of carers		✓
Understanding of terminal illness and its impact		✓
Understanding of benefits and social care funding		✓
Understanding of Continuing Health Care funding		✓
Experience working within a multidisciplinary team		✓
Experience in delivering helpline and/or information and support services	✓	
Charity or voluntary sector experience		✓
Experience of the health and social care sector and understanding of service delivery		✓
Experience of and sensitivity to communicating with audience from a range of backgrounds	✓	
Effective teamwork	✓	
Keeping accurate records	✓	
Experience of working with volunteers		✓
Good communications skills, both oral and written and excellent telephone manner	✓	
Analytical and problem-solving skills		✓
Excellent listening and interpersonal skills, with the capacity to listen actively understanding different points of view	✓	
The ability to impart complex information appropriate in a clear sensitive manner		✓
Strong IT skills, with experience in MS Office products and customer relationship management software	✓	
A full driving licence and use of a car	✓	

Ability to manage difficult questions, emotions and situations in a calm and confident manner		✓
Flexible and reliable attitude and the ability to self-organise and to work without direct supervision	✓	
Willingness to undertake training and continuing personal development	✓	

## Corporate duties

1. Ensure you comply with Health and Safety and associated workplace legislation including GDPR, data protection and information security and management requirements.
2. Contribute fully to team and staff meetings, promoting the role of Information and Support within the organisation.
3. Display a commitment to equal opportunities and inclusion.
4. Promote the vision and goals of PSPA within your team and other employees.
5. Work within the performance culture at PSPA to consistently achieve your targets and the objectives in your annual appraisal.
6. Undertake any other reasonable duties requested of you commensurate with your role and the aims of the charity.