



Helpline Care Navigator Job Description

Job Title:	Helpline Care Navigator
Team:	Information and Support
Salary:	£23,000 per annum / pro rata
Hours of Work:	37.5 hours per week / 18.5 hours per week This will include working some unsociable hours including evenings and weekends
Annual leave:	28 days plus bank holidays / pro rata
Location:	Milton Keynes
Contract Type:	Full time & Part time
Reporting to:	Helpline Team Leader
Experience/Qualifications Required:	Experience in delivering of helpline and/or information support services Excellent listening and interpersonal skills Experience of neuro degenerative diseases and/or working with/within the NHS and with HSCPs would be beneficial.

About Us

PSP & CBD are rapidly progressing neurological conditions caused by the premature loss of nerve cells in certain parts of the brain. Like many other chronic conditions there is currently no cure for PSP or CBD. However many of the symptoms can be managed to help people achieve the best possible quality of life.

PSPA is a national, neurological charity currently based in Milton Keynes. Since 1994 we have been providing information and support to people living with PSP & CBD. We also raise awareness of the conditions amongst health & social care professionals, and fund research into diagnosis, treatments and ultimately, a cure. We rely entirely on voluntary donations with a forecast income this year of £1.5 million.

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. We run a Helpline service, which is a mix of employed staff at our HQ, and volunteer supporters in the evening.

As PSPA is the only charity supporting people with these conditions in the UK, we will continue to provide support through our fundraising, volunteering and support networks.

Objectives

The role is required to:

- Being the 'first port of call' for people with PSP & CBD, their carers and families. It is essential that you are able to deliver consistently high level of professional services that meets helpline best practice at all times
- Maintain the principles of confidentiality and equal opportunities in all aspects of the work.

Key Duties and Responsibilities

- To provide accurate information in all aspects of PSP & CBD in response to enquiries and sign post onto other organisation where appropriate
- Ensuring 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 calls to people affected by PSP & CBD as directed by the Helpline Team Leader
- Develop and maintain a database of key health and social professionals and regional services
- Provide support to PSPA Local Groups across the UK
- To signpost to Local Groups, the Support Worker project and Education Volunteers
- Liaising with the fundraising team to signpost to fundraising activities
- Liaising 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
- Attend outreach events to build the profile of PSPA services among health professionals
- 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. Treat confidential information confidentially, and be respectful of your colleagues and our supporters privacy
2. Work within the performance culture at PSPA to consistently achieve your targets and the objectives in your annual appraisal
3. Contribute fully in team and staff meetings, promoting the role of Information and Support within the organisation
4. Ensure you comply with Health and Safety and associated workplace legislation including GDPR, data protection and information security and management requirements
5. Display a commitment to equal opportunities and inclusion
6. Promote the vision and goals of PSPA within your team and other employees
7. Undertake any other reasonable duties requested of you commensurate with your role and the aims of the charity.