

Job Description

Job title:	PWS Specialist Advisor
Current Post holder:	
Reporting to:	Patsy Lecont – PWS Specialist Advisor Team Manager
Responsible for:	NA
Work Location	Home

Role Summary:

To provide impactful advice, support, information and training to people with PWS, their families and carers, professionals and the general public.

Main Responsibilities and Duties

Support

- To provide telephone, email and social media support and advice on all aspects of Prader-Willi Syndrome to people with PWS, their families and carers, professionals and the general public
- To provide support, where appropriate, in times of crisis
- To be responsible for named volunteers attending PWS Multi-Disciplinary Clinics and community day events, together with other members of the Specialist Advisors Team
- To contribute to the organising and delivery of enabling community weekends and support events across the UK

Information

- To contribute to the development and provision of information provided by PWSA UK
- To work with the Specialist Advisor Team Manager to ensure that all PWSA UK information is up to date, reflects the latest thinking and techniques and is presented in a stakeholder friendly format
- To work with the Specialist Advisor Team Manager to identify and facilitate new information to meet the needs of all people with PWS, their families and carers, professionals and the general public
- To contribute to a rolling programme of reviewing and updating all PWSA UK Information
- To keep up to date on all knowledge and developments relating to Prader-Willi Syndrome and its management and to reflect those changes to all PWSA UK information channels
- To keep up to date with all changes in government policy and legislation and reflect those changes to all PWSA UK information channels
- To actively contribute to conference development and provision offered by PWSA UK

Training

- To deliver effective and impactful training to a range of audiences to improve practice and understanding of PWS
- To actively contribute to the content of all training courses so that they reflect the best practice, the latest techniques and research in PWS and are fully appropriate for the needs of all working with people with PWS

General

- To maintain records of support on the PWSA UK database
- To work with other specialist advisor team members to ensure a co-ordinated approach to the support work of the Association
- To provide verbal and written records as required

- To support the fundraising requirements of the Association as required
- To undertake other duties as may be required from time to time by the Specialist Advisor Team Manager or CEO

Knowledge/Experience required:

Essential:

- A belief in the potential and value of people with Prader-Willi syndrome.
- In-depth and demonstrable knowledge and experience of PWS either as a professional or family member.
- In-depth working knowledge of health and social care systems and education in relation to learning
- Ability to communicate effectively with people in writing and verbally, including the telephone.
- Good interpersonal skills in a customer-facing role.
- Able to empathise with clients while ensuring required action is advised, including directing clients to other sources of advice and support.
- Able to relate statutory/legal language in a manner that can be understood by all clients.
- Ability to negotiate with external parties and organisations to achieve agreed goals for PWSA UK clients.
- Experience of competent use of databases
- Experience of delivering training with evidenced training qualifications
- Good time management skills including good sense of priorities and project timelines

General –

All Staff are required to:

- Demonstrate the Values of PWSA UK and work towards the mission and vision of the Association.
- Familiarise themselves with the Association Policies and Procedures, held on the HR system, accessible by all staff at anytime from the website.
- Uphold the Equal Opportunities and Anti-Harassment and Bullying Policies, ensuring effective implementation in all aspects of their work for the Association.
- Act at all times within the Association Rules, Policies, Procedures, and any other statutory requirements.
- Be proactive, bring ideas, suggestions and contribute to business improvement.
- Undertake training as required.
- Attend staff and team meetings as required.
- Observe health and safety procedures in the workplace to ensure personal safety and to safeguard the interests and safety of colleagues and clients.
- Undertake other duties and responsibilities as appropriate since all staff are expected to work flexibly within their skill level to respond to changing priorities and make sure that client needs, and organisational objectives are met.

Signed:

Date:

Employee-

Signed:

Date:

Manager- Patsy Lecont