

# Welcome to the Pioneering Care Partnership (PCP)



## Welcome from PCP's Chief Executive

Firstly, let me thank you for your interest in the Pioneering Care Partnership and for considering a career with us.

PCP is a well-respected award-winning health and wellbeing charity with a history spanning over 25 years. Working across the North East of England we deliver a vast array of projects and services, and therefore have a range of opportunities for people to join the organisation. From administration to management, and project officers to research and development, we're always seeking the very best people to support what we do.



People are at the heart of everything PCP does; we exist to support people and communities to thrive and develop. Our mission is **'Health, Wellbeing and Learning for All'** – and we want the same for our dedicated staff team. As you read through this recruitment pack, I hope you begin to get a flavour of the way in which we help people and what it might be like to work as part of the organisation. I always think the best people to describe what it is like to work here are the current staff team, so here are a few quotes:

- “The best thing about working for PCP is the support staff get and the culture of everyone looks out for each other and supports each other.”
- “I like the flexibility and autonomy that I have in my role – being able to adapt what I do to suit the needs of the people I support.”
- “For me, the best thing about working at PCP is the genuine care towards staff wellbeing. From wellbeing time to staff activities, training and flexible working, not only does PCP encourage wellbeing it actually delivers.”
- “I love the fact that I am appreciated for doing my job well and feel that I am making a difference to other people's lives.”
- “I can honestly say I have never worked for an organisation where the senior leadership team are so visible and approachable.”

I encourage you to spend a bit of time looking at our website to see the range of programmes and activities we deliver. As a charity, we are governed by a voluntary board of trustees and we have a skilled and experienced management team tasked with supporting the overall governance and leadership of the organisation. If you want to learn a little more about us short biographies are available on our website.

Good luck with your application.

Best wishes

**Carol Gaskarth**



# Background



PCP was established in 1998 after a group of local people saw a need to bring health and care services together under one roof. They recognised those accessing services were required to travel across County Durham and service delivery was not joined up. A steering group formed and shortly afterwards charity status was granted.

Through their tenacity and skills, and in conjunction with partners at the local authority and in health, land in Newton Aycliffe was identified and funding secured. The vision of the Pioneering Care Centre became a reality in 1999 with a turf cutting ceremony. Later that year the charity took over management, the first tenants moved in, and we started our first project, 'Options' supporting adults with learning and physical disabilities to improve their independence.

In 2002 PCP began its journey to take services into communities and the outreach delivery quickly grew. Over the years numerous successful projects have been delivered in partnership including Passport to Health, the Expert Patient Programme, Older People Roadshows, Steps to Health, Positive Steps and Health Trainer services. Many of these projects were the catalyst for the current projects we deliver including Adult Wellbeing Services and Community Connect. In addition to outreach development the Centre continued to thrive, and we were running out of space. In 2010 an extension was built which increased the footprint of the building by over a third.

The focus remained on County Durham until around 2012 when PCP successfully tendered to oversee a number of local Healthwatch contracts across the North East. To this date we continue to support Healthwatch in Sunderland, County Durham, Middlesbrough, Redcar and Cleveland and Stockton-on-Tees. PCP has also grown the range of projects and services and now also delivers workplace health, cancer awareness, befriending and resilience building projects.

PCP is 'Pioneering' - we don't stand still, and continue to work successfully with people across the North East towards our mission and aim.



# Missions, Aims and Objectives



**PCP Mission**, or charitable objective is: **Health, Wellbeing and Learning for All**

To achieve this mission there are a number of overarching aims and outcomes we work towards.

**PCP Aims** to improve health and wellbeing through the development and provision of:

- Services that build capacity with individuals and communities to improve their own health and have greater choice and control;
- Projects/services that tackle health inequalities; and
- Providing locally accessible services in community settings;

The long-term **Outcomes** the PCP seeks are:

- To promote independence, choice & control
- To improve lifestyle
- To increase knowledge & skills
- To improve physical health
- To improve confidence, self-esteem & well-being
- To improve economic well-being
- To build community capacity
- To improve access to services for disadvantaged communities & groups
- To promote social inclusion
- To promote independence, choice & control

Every project or service that PCP delivers contributes to the above.

**To find out more about the projects or services PCP delivers and our impacts you can:**

- Visit our website [www.pcp.uk.net](http://www.pcp.uk.net)
- View our online newsletters and annual report: <https://issuu.com/pioneeringcare>



# Core Values



## **Making a Difference:**

Our purpose is to help people and communities. By making a tangible social impact and striving for continuous improvement by learning from best practice;



## **Friendly:**

Being pleasant, kind and approachable at all times; ensuring others feel comfortable and welcome;



## **Positive:**

Taking a positive or optimistic attitude, seeing strengths and opportunities whilst challenging negative perspectives;



## **Supportive:**

Providing encouragement and practical assistance to solve problems or overcome obstacles; and



## **Team:**

Engaging with people in open, mutually-beneficial ways, being inspiring and uplifting when working with others.



## Workplace Health Check Lead 18.5 hours per week

**Starting Salary £25,635 pro rata**

**Salary Scale £25,635 - £27,385 pro rata**

Adult Wellbeing Services (AWS) are delivered in partnership by County Durham and Darlington NHS Trust (CDDFT) and the Pioneering Care Partnership (PCP) and includes the Wellbeing for Life (WBFL) service. WBFL is a commissioned service in County Durham based on the principle of **Your Wellbeing, Your Way**. Based on a behaviour change model, the team encourages people living and working across County Durham to take small steps to better health in a way tailored to suit them.

The Workplace Health Check Lead, working with the WBFL locality teams, will engage and work with a wide range of partners, including PCP's Workplace Health team and local voluntary and community groups to lead and develop joint health improvement activities ensuring that specific groups are reached by the service. The primary focus of this role will be to lead and deliver a Workplace Health Check programme to businesses and organisations across County Durham.

We are therefore looking to appoint an exceptional individual who shares our passion for health and wellbeing and who, as a minimum, has attained the following attributes:

- NVQ Level 4 / Higher National Certificates (HNC) or 2 years equivalent experience
- Able to demonstrate substantial overall topic-based training covering a range of wellbeing and lifestyle disciplines, including mental wellbeing
- Very good experience of working within a team and managing staff
- Excellent communication, interpersonal and listening skills
- Good experience of partnership/collaborative working and of building relationships across a variety of settings

If you have a genuine passion for health improvement and a proven track record in leading a successful team within a health and wellbeing setting we'd love to hear from you.

To book an informal discussion with Bobby Hewitson, Project Development Manager, please email [bobby.hewitson@pcp.uk.net](mailto:bobby.hewitson@pcp.uk.net)

Closing date is noon on Wednesday 11<sup>th</sup> September.

# Job Description



## Workplace Health Check Lead

<b>Responsible to:</b>	Wellbeing for Life Locality Co-Ordinator
<b>Accountable to:</b>	PCP Chief Executive & Board of Trustees
<b>Located:</b>	Across County Durham, working flexibly, from a designated office base, in the community and from home based in service need.
<b>Starting salary:</b>	Starting Salary £25,635 pro-rata
<b>Salary scale:</b>	Scale Points 9-11, £25,635 - £27,385 pro-rata
<b>Hours:</b>	18.5 hours per week
<b>Term:</b>	Fixed until 31 <sup>st</sup> March 2025.
<b>DBS Status:</b>	Enhanced

## Job Purpose

Adult Wellbeing Services (AWS) are delivered in partnership by County Durham and Darlington NHS Trust (CDDFT) and the Pioneering Care Partnership (PCP) and includes the Wellbeing for Life (WBFL) Service. WBFL is a commissioned service in County Durham based on the principle of **Your Wellbeing, Your Way**. Based on the model of behaviour change, the team encourages people living and working across County Durham to take small steps to better health in a way tailored to suit them.

The Workplace Health Check Lead, working with the Wellbeing for Life (WBFL) locality teams, will engage and work with a wide range of partners, including PCP's Workplace Health team and local voluntary and community groups to lead and develop joint health improvement activities ensuring that specific groups are reached by the service.

In addition to managing their own caseload, the post holder will also line manage a team of Workplace Health Check Practitioners, to support, develop and deliver a Workplace Health Check programme that targets businesses and organisations across County Durham. The post holder will engage and work with a wide range of partners and local businesses and organisations across County Durham to develop joint signposting opportunities, ensuring that specific groups are supported by the service.

The post holder will liaise with a variety of partners within the business community including Business Durham, Derwentside Business Network and the North East Chamber of Commerce to develop a strong relationship network and enable a partnership approach to the programme.

Excellent communication skills and local knowledge are essential in order to engage and work with members of the public. Willingness to undertake mandatory and role specific training within a specified timescale will also be essential.

The post holder will initially attend Workplace Health Team Meetings at PCP and link in with their established partner networks to promote and raise the profile of the service. There is a requirement to attend other county-wide networks where appropriate.

## Job Description

### Support

1. To support the Wellbeing for Life Locality Coordinator and Adult Wellbeing Services Programme Manager in the development and implementation of the service.
2. To line manage staff based on identified competencies required to deliver the client journey
3. To support staff in the development and management of their caseloads, providing support and quality monitoring to all aspects of their roles
4. To manage and prioritise your own caseload, in accordance with the needs, priorities and any urgent support required by individuals across the service.
5. To carry out service evaluations in line with the project plan and learning from best practice.
6. To ensure appropriate information and resources are available for staff and members of the public in order for individuals to make the correct choices to aid them with changes to their behaviour that have a positive impact on their health.
7. To represent the service at key partner/ community group meetings and work closely with the team to implement key actions and feedback.

### Caseload

8. To manage a caseload of individuals/groups.
9. To deliver a series of Mini Health Checks with 1:1 clients and groups to targeted workplaces across County Durham in line with locally agreed standardised quality assured protocols and practice.
10. To be responsible for data management of clients including inputting information onto databases and creating reports.
11. To signpost or refer individual clients to a range of health and wellbeing lifestyle intervention, primary and secondary care services and voluntary and community support.
12. To engage with and utilise the Adult Wellbeing Services volunteer programme, buddying and mentoring volunteers where appropriate.

### Partners

13. With the support of their line manager, work with the team and partners to apply

asset-based community development techniques and undertake research to support access to appropriate services.

14. With the support of their line manager, work with partners and existing groups to develop engagement pathways into the service.
15. To apply solution focused, problem solving to deal with the wider determinants of health and lifestyle issues including weight management, alcohol, smoking and mental wellbeing.

## **Marketing and Monitoring**

16. To lead on service marketing and promotion activities, including supporting events, including cancer awareness, mental wellbeing and publicity campaigns.
17. To engage in service evaluation in line with the project plan and learning from best practice.
18. To contribute to the collation of verbal and written reports as required.
19. To contribute to knowledge sharing and learning before, during and after each workplace engagement, and to the development of a culture that helps colleagues become confident in using the appropriate technology and develop skills.

## **Other**

20. To work flexibly as part of the team and to provide cover for colleagues as required, maintaining appropriate staffing levels across the wider programme.
21. There will be a requirement to work flexibly including some weekends and evenings depending on service need.
22. To ensure the service operates effectively and efficiently.
23. To audit and maintain resources, stock and equipment levels.

This is not an exhaustive list of duties and responsibilities and the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with their line manager.

## **Operational hours**

This role is required to work some evening work and occasional weekends to meet the service needs.

## **General**

1. To uphold PCP's Core Values at all times.
2. To comply with PCP's policy & procedures, including safeguarding (adults and children) and other compliance procedures.



# Job Description



3. To assist marketing and engagement work and use creative techniques to gather views from the communities we support.
4. To actively take responsibility for your own Health & Safety and ensuring procedures are adhered to.
5. To collate appropriate monitoring and evaluation information to support the achievement of agreed targets and outcomes within the project or service.
6. To carry out all responsibilities in line with the organisation's Equality & Diversity Policy.
7. To recruit, support, train and motivate volunteers as required.
8. To undertake any training and development deemed appropriate.
9. To undertake any such duties required by your Senior Manager or PCP Chief Executive.



	Essential	Desirable	Assessed at Interview (I) / Application (A)
<b>Qualifications and Training</b>			
NVQ Level 4 / Higher National Certificates (HNC) or 2yrs equivalent experience	✓		A & I
Able to demonstrate substantial overall topic based training covering a range of wellbeing and lifestyle disciplines, including mental wellbeing	✓		A & I
Adult training qualification e.g. CTTLS or equivalent experience.		✓	A & I
RSPH Level 2 Understanding Health Improvement		✓	A & I
Level 2 Mental Health Awareness qualification		✓	A & I
Health Check qualification		✓	A & I
Health Trainer qualification (City and Guilds Level 3) with core competencies completed		✓	A & I
Level 2 SCIP Training		✓	A & I
First Aid Qualification		✓	A & I
<b>Skills and Knowledge</b>			
A substantial understanding of the factors affecting both physical and mental and wellbeing	✓		A & I
A substantial understanding of the challenges faced by those with poor health literacy and the ability to support individuals to develop appropriate skills	✓		A & I
A good understanding of behaviour change models	✓		A & I
A professional and pleasant manner with the ability to negotiate changes with a wide range of people and at all levels whilst actively promoting the 5 ways to wellbeing	✓		A & I
A good understanding of Asset Based Community Development Approach and experience of applying the tools	✓		A & I
Ability to handle sensitive data with confidentiality	✓		A & I
Ability to work as an effective ambassador with distinct groups / populations and the ability to evidence your success in reaching the client group and effectively supporting behaviour change	✓		A & I
Ability to act upon own initiative, respond to changing situations	✓		A & I
Very good organisational and time management skills	✓		A & I
Excellent communication, interpersonal and listening skills	✓		A & I

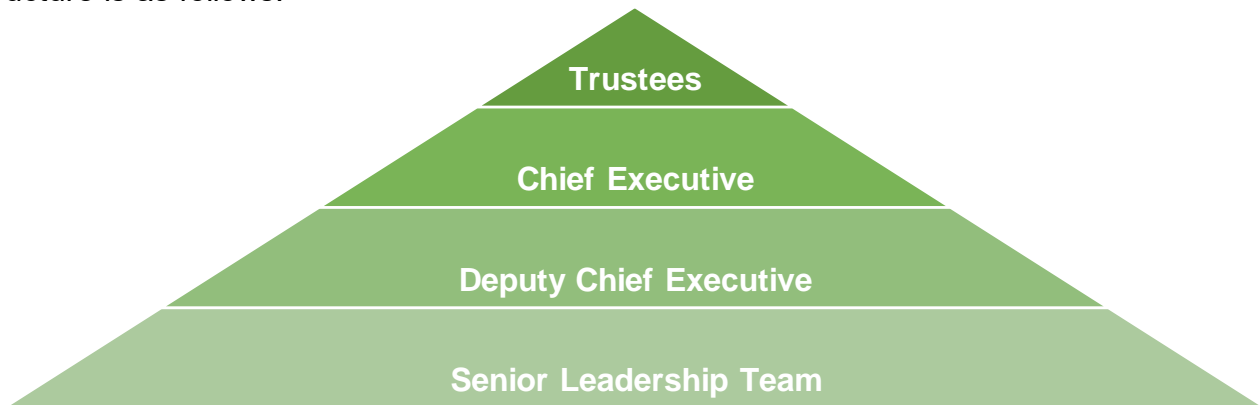


Very good, sound IT skills with experience in a range of Office packages	✓		A & I
Knowledge of community development approaches		✓	A & I
Good report writing skills, with the ability to collate, analyse and present data clearly and concisely		✓	A & I
Experience of multi sector working		✓	A & I
<b>Experience</b>			
Substantial experience of working in the community or voluntary sector	✓		A & I
Substantial experience of Asset Based Community Development Approach and experience of applying the tools.	✓		A & I
Very good experience of evaluating projects or services, using a range of techniques	✓		A & I
Very good experience of working within a team and managing staff	✓		A & I
Good experience of partnership/collaborative working and of building relationships across a variety of settings	✓		A & I
Experience of working with volunteers and assisting them to develop	✓		A & I
Experience of delivering health awareness campaigns	✓		A & I
Experience of line managing staff or volunteers, undertaking supervision and appraisals		✓	A & I
<b>Other/Personal Qualities</b>			
A valid UK Driving License and access to a car to regularly travel independently across County Durham within the working day.	✓		A & I
Flexibility and ability to work outside normal hours including evenings and weekends.	✓		A & I

**In expectational circumstances applications may be considered if you don't meet the full essential criteria, however you will need to demonstrate how you will acquire the necessary qualifications or skills within 6 months. If you are unsure whether to apply, please contact HR.**



PCP's Board of Trustees provide governance support and the leadership structure is as follows:



PCP's Chief Executive has full responsibility for the leadership, management and development of the Pioneering Care Partnership. The Chief Executive is fully accountable for organisation-wide impact and for ensuring PCP works towards its mission of Health, Wellbeing and Learning for All. Senior Leaders play a key role in supporting the Chief Executive on a day-to-day basis, ensuring that PCP delivers projects and services that embody the mission, providing a visible leadership role and strategically developing a number of key organisational areas.

In addition to the delivery structures PCP benefits from an internal infrastructure to ensure our staff and volunteers have the right support at the right time. This includes:

- Finance and Payroll
- HR & Volunteering support
- Health and Safety
- Information Governance
- Quality
- Marketing & Communications
- ICT
- Business Development



# Benefits of working at PCP



**Time off to do as you please!**  
27 days, plus bank holidays (pro rata), rising to 32 days after two years of service



**Career development**  
Learn new skills, gain qualifications, internal training and mentoring



**A helping hand to save**  
Access to the Financial Services Compensation Scheme (FSCS), to help you save money



**Work Place Health Activities**  
We arrange activities for staff to support their wellbeing as part of our commitment to work place health



**Family Friendly**  
We offer maternity, paternity, adoption and dependants leave



**Drive at ease**  
Using your car for work purposes? We will reimburse you for business mileage



**Discounts**  
Get discount vouchers for shopping and more through PCP's Reward Me Now Scheme



**Supporting your future**  
Join our pension scheme, we'll match what you pay in up to 3%



**Health and wellbeing**  
Paid weekly wellbeing time to do activities you love and improve your wellbeing



**Office equipment**  
For homeworking, you can access our online catalogue to buy desks, chairs and more



**Tech Scheme**  
Get savings on laptops, phones, smart health, white goods, gaming, photography and more!



**Guidance and support**  
Stay informed through meetings, development reviews, surveys and more



**Eye care**  
Get vouchers to go towards eye care and glasses



**Work life balance**  
You can request changes to support your work life balance



**Emotional support**  
Access to PAM Assist which provides a free and confidential Employee Assistance Programme



**Cycle to Work Scheme**  
Loan cycles and get discounts on cyclists safety equipment.

# Application Process and Timetable



PCP aims to support applicants at every stage of the process and our friendly HR staff are on hand to help with any queries you may have so please do not hesitate to contact [hr@pcp.uk.net](mailto:hr@pcp.uk.net)

Please see important key dates below. PCP will endeavour to stick to these dates but sometimes may need to reschedule or extend. If any change, we will let you know.

Recruitment Stages	Date
Closing Date for Applications	Noon Wednesday 11 <sup>th</sup> September
Shortlisting	12 <sup>th</sup> September
Panel Interviews	Thursday 19 <sup>th</sup> September

PCP is an equal opportunities employer and wants to ensure that all applicants are considered solely on their merits and are not influenced by unfair or unlawful discrimination. We aim to provide genuine equality of opportunity, recognising and respecting each other's differences to empower a culture of creativity and innovation so everyone feels valued.

## How do I apply?

Please complete the [application form](#) which can be downloaded from the website and return it by:

Email: [hr@pcp.uk.net](mailto:hr@pcp.uk.net)

Post: HR Team, Pioneering Care Partnership, Carer's Way, Newton Aycliffe, DL5 4SF

## Shortlisting

The shortlisting process is conducted by the lead manager who will review suitability of applicants based on the essential criteria outlined in the person specification.

**We will contact you to let you know the outcome of the shortlisting.**

## Interviews

We appreciate interviews can be daunting and aim to make sure the experience enables you to tell us all about your skills and experience. We use a range of processes including informal discussions, interactive sessions, carousel/meet and greets, group interviews, presentations and panel interviews. When you are invited to interview we will tell you:

- Who the lead recruiter is;
- What process will be used; and
- If you need to prepare anything in advance.

## Probationary period

All posts at PCP are subject to a six-month probationary period

# Application Process and Timetable



## **Right to Work**

In accordance with Home Office guidance successful candidates will be required to evidence their right to work in the UK before commencement of employment.

This role is not one we would typically consider for sponsorship under the Skilled Worker route due to, for example, the relevant Home Office requirements on skills level, not being met. Candidates are therefore encouraged to consider their own right to work options without PCP sponsorship.

# And finally...



At PCP we pride ourselves being a good employer and continuously challenge ourselves to improve. We have a focus on quality and value the insights external assessments can bring, helping us to consistently consider best practices and refine the support we provide. These include:

## Investors in People - Gold

Investors in People (IIP) assesses how organisations perform against a set framework considering employee engagement, communication culture and work practices, PCP achieved the original IIP standard in 2002 and since then have worked our way through the ranks achieving Gold Standard in 2020.



## North East Better Health at Work Award Ambassadors

Better Health at Work Award recognises the efforts of employers in the North East and Cumbria in addressing health issues within the workplace. Each year PCP delivery a range of activities and challenges supporting staff wellbeing, underpinned by a Health and Wellbeing Strategy. The employee health needs assessment also helps us to target campaigns for staff.



## Mindful Employer & Disability Confident

Mindful Employer is a UK-wide initiative aimed at increasing awareness of mental health in the workplace. We have a number of mental health champions at PCP and we proactively challenge stigma and discrimination not only in the workplace but in communities too. We are also a 'disability confident' employer and positively encourage people with disabilities to work with us.



## Environmental Awareness

PCP has pledged to understand the impact the organisation has on the environment; monitor energy consumption and actively strive to reduce it. We increase awareness and encourage ideas to take positive action at work, home and in the community.

## The Queen's Award for Voluntary Service

The Queen's Awards for Voluntary Service is awarded to organisation's recognising the outstanding difference volunteers and voluntary organisations make across the UK. It is the national benchmark for excellence, equivalent to an MBE. PCP were overwhelmed to be independently nominated and then awarded The Queen's Award for recognition of the role we've play for over 20 years' supporting communities.



**The Queen's Award  
for Voluntary Service**

**We look forward to reading your application and hearing how you would like to contribute to our ongoing work. Very best of luck!**