

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



## Hydrotherapy Pool Attendant x2 18.5 hours per week- Flexible over 7 days

**Starting Salary £23,414 pro-rata**

**Salary Scale £23,414 - £23,646 pro-rata**

It's an exciting time to join The Pioneering Care Centre as we have embarked on a journey of transformation. We are looking to appoint two Hydrotherapy Pool Attendants to support the planning and delivery of a varied Hydrotherapy programme, within our newly renovated hydrotherapy pool.

We invite applications from qualified, experienced, and enthusiastic individuals, who are passionate about promoting the benefits of hydrotherapy and the importance of learning to swim

If you pride yourself on delivering high quality customer service, within a health and well-being environment, and can demonstrate that you are able to:

- Assess and prioritise the needs of a diverse range of Hydrotherapy Pool users and deliver first class customer service.
- Maintain a consistently high level of safety, cleanliness, hygiene, and tidiness of the hydrotherapy pool area.
- Maintain a vigilant watch of hydrotherapy pool users, monitor well-being and enjoyment, and take necessary action to ensure the safety and comfort of all pool users.
- Consistently work within the parameters of risk management and pool safety operating procedures and policies.
- Contribute to the mission of PCP and promote Health, well-being and learning for all.

To book an informal discussion with Georgina Beckensall, Centre Lead (Projects), please email [Georgina.beckensall@pcp.uk.net](mailto:Georgina.beckensall@pcp.uk.net)

Closing date for applications is Sunday 1 September 2024 at midnight.

## Hydrotherapy Pool Attendant

<b>Responsible to:</b>	Hydrotherapy Pool Supervisor
<b>Accountable to:</b>	PCP Chief Executive and Board of Trustees
<b>Located:</b>	The Pioneering Care Centre, Newton Aycliffe
<b>Starting salary:</b>	Starting Salary £23,414 per annum pro-rata
<b>Salary scale:</b>	Scale Points 3-5, £23,414 - £23,646 per annum pro-rata
<b>Hours:</b>	18.5 hours per week (flexible over 7 days)
<b>Term:</b>	Permanent
<b>DBS Status:</b>	Enhanced with barring

### Key Role

1. To support the delivery of the PCC Hydrotherapy sessions including Learn to swim lessons.
2. To ensure the service delivers a professional, welcoming, and inclusive environment for all pool users.
3. To maintain supervision of the security and safety of the public ensuring their enjoyment in all areas of the hydrotherapy pool.
4. To ensure the facility is clean, functioning and safe at all times. Follow all systems in place that support this i.e. PSOP, Risk Assessments and monitoring checks.

### Job Description

1. To promote the benefits of hydrotherapy and the importance of learning to swim.
2. Assisting in the opening and closing of the facility when required and assist in monitoring the security of the premises at all times.
3. Maintaining a vigilant watch of the swimmers and swimming pool areas and take necessary action to ensure the health and safety of all pool users and staff i.e. performing a pool rescue and administering first aid.
4. Monitor the safety of equipment in line with daily checks and report any damage or malfunction of equipment, plant or building fabric to the Pool Supervisor immediately.
5. To assist the Pool Supervisor with any tasks involved in the operation of the Hydrotherapy Pool.
6. To undertake lesson delivery to individuals/groups, of all ages and abilities within the pool, to the required standard set by Swim England.

# Job Description



7. Assisting in the preparation and operation of programmes, events and activities, including the assembly and dismantling of equipment when required.
8. Maintaining a consistently high level of safety, cleanliness, hygiene, site tidiness and attractiveness by carrying out regular checks of the changing facilities, poolside, and other common areas used by the customers.
9. To work within all risk management systems and complying with and applying the pool safety operating procedures and policies at all times.
10. Report any matter of concern to the Hydrotherapy Pool Supervisor and Facilities Supervisor (and team) as required to manage pool safety to ensure any concerns are remedied at the earliest possibility.
11. To work with Administration and Customer Service team to ensure effective communication regarding pool users/bookings and/or are managed effectively.
12. To assist in the development, promotion and delivery of events or activities taking place within the pool.

## **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.
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, PCP Deputy Chief Executive and the PCP Chief Executive.



	Essential	Desirable	Assessed at Interview (I) / Application (A)
<b>Qualifications</b>			
Swim England Swimming Teachers Level 2		✓	A
NVQ Level 3 or equivalent in appropriate area or willingness to work towards and achieve within an 18-month period	✓		A
RLSS Trainer Assessor		✓	A
Rescue award or National Pool Lifeguard – or a willingness to work towards and achieve within 18 months	✓		A
First Aid Certificate		✓	A
Swim England (or other nationally recognised) qualifications.		✓	A
<b>Skills and Competencies</b>			
An understanding and commitment to excellent customer service	✓		A & I
Excellent communication and interpersonal skills	✓		A & I
Ability to inspire, motivate and encourage others.	✓		A & I
Fundamental knowledge of health and safety	✓		A & I
An understanding of performance monitoring		✓	A & I
Good level of ICT literacy including spreadsheets, word processing and database packages		✓	A & I
Good team player who values the importance of team working	✓		A & I
High levels of personal integrity	✓		A&I
<b>Experience</b>			
Relevant experience within a pool/leisure centre environment/social care/health and well-being environment	✓		A & I
Relevant experience of working with diverse backgrounds and health and well-being needs	✓		A & I
Experience of providing excellent customer service	✓		A & I
Experience of delivering Learn to Swim	✓		A & I
Experience of working within a target driven environment	✓		A & I
Experience of dealing with customer feedback	✓		A & I



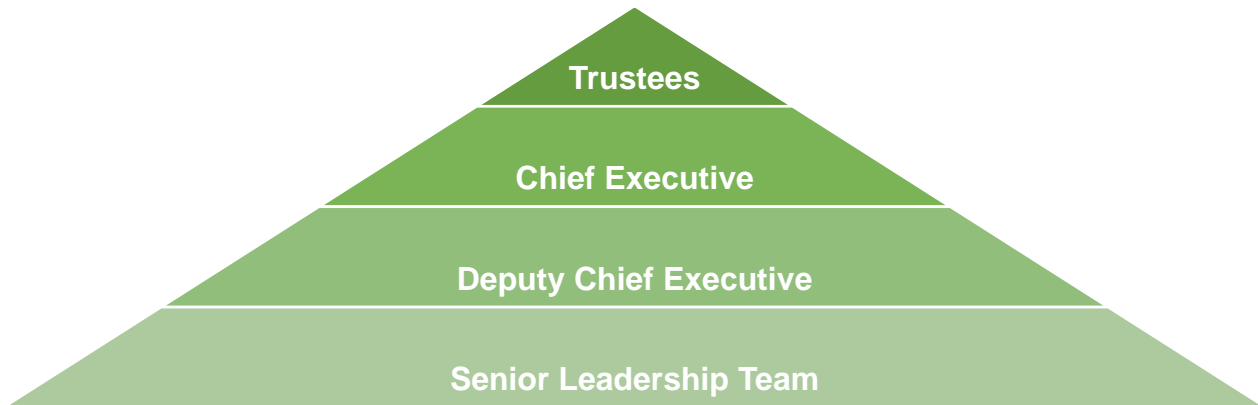


Other/Personal Qualities			
High levels of personal integrity and professionalism	✓		A&I
Flexible, reliable and committed	✓		A&I
Good team player who values the importance of team working	✓		A & I
A commitment to continuing professional development	✓		A&I
Willingness to support all aspects of the Centre and events	✓		A&I

**In exceptional 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	Sunday 1 <sup>st</sup> September at midnight
Shortlisting	3 <sup>rd</sup> September
Panel Interviews	10 <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 Queens 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!**