

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
- 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.



Café Supervisor 37 hours per week

Starting Salary £25,635 per annum FTE

Salary Scale £25,635 - £27,385 per annum FTE

The Garden Kitchen Café situated within the Pioneering Care Centre requires a Cook Supervisor to help manage services and contribute to the longer-term development of the Café and services it provides to its customers.

Applications are invited from individuals who have experience of working within and managing activities within a busy kitchen environment. Our aim is to improve services to ensure the provision of high-quality affordable food alongside outstanding customer service. If you think this could be you, we look forward to meeting you to discuss all the exciting plans the centre has for the future and the part you will play in it!!

If you are passionate about food and want to provide high quality affordable food to local people please get in touch.

To book an informal discussion with Gayle Goldsmith, Project Development Manager please email gayle.goldsmith@pcp.uk.net.

Closing date for applications is: Sunday 30th June at midnight.

Job Description



Café Supervisor

Responsible to:	Centre Lead
Accountable to:	PCP Chief Executive & Board of Trustees
Located:	Pioneering Care Centre- Newton Aycliffe
Starting salary:	Starting Salary £25,635 per annum FTE
Salary scale:	Scale Points 9-11, £25,635 - £27,385 per annum FTE
Hours:	37 hours per week- It is a requirement of this post to work weekend within a team rota.
Term:	Permanent
DBS Status:	None required

Job Purpose

- To have overall day-to-day responsibility for the running of the café.
- To monitor income and expenditure to ensure that the garden kitchen offers a range of healthy and affordable menu options that meet diverse needs.
- To uphold and manage cafe operating procedures and policies including food safety, allergens, health and safety, and trading standards.
- To develop a customer focused culture to ensure the highest level of service is always provided.

Job Description

1. To apply appropriate systems of stock and cost control to minimize food waste.
2. To be responsible for managing the product mix introducing new products where appropriate and maximizing profit margins
3. To be responsible for identifying appropriate food and drink suppliers, building and managing additional supplier relationships
4. To maintain an up-to-date awareness of legislation, environmental standards and other developments within the food service industry and make recommended appropriate changes to delivery of cafe services as required.
5. To support the recruitment, training and development of staff and volunteers.
6. To ensure the cafe is presented to the highest standards with attractive merchandising of food and drinks.
7. To continuously review menus to ensure they remain affordable.

Job Description



8. To work with project leads and community development worker to identify appropriate vocational placement opportunities within the café.
9. To complete relevant risk assessments and work instructions to ensure high standards of food safety are maintained within the café.
10. To carry out regular consultation with cafe users to ensure their needs are continuously met.
11. To work with the finance department to closely monitor income and expenditure.
12. To work with the marketing department to produce menus, posters, promotional materials, and social media campaigns to promote Café services.
13. To introduce concessionary price schemes and employee loyalty rewards that make accessing the cafe affordable for all.
14. To work with centre lead and pool supervisor to consider how the cafe can support offers linked to the hydrotherapy pool i.e. provision of food for private hire parties.
15. To oversee stock management procedures and implement a work instruction for Garden kitchen staff to follow.
16. To regularly review supplier costs and produce quality, sourcing alternatives where appropriate to ensure we are receiving the best value for money and a reduction in food waste.
17. To work with providers who offer community initiatives for supplying the kitchen with near to date quality produce.
18. To plan staff and volunteer allocation across opening hours to ensure rotas are planned to maximise effectiveness to reflect new centre opening times.
19. To support internal functions and activities ensuring the provision of food on occasion.

General

Job Description



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 or PCP Chief Executive.

May 2024



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.	Essential	Desirable	Assessed at Interview (I) / Application (A)
Qualifications			
Level 3 Food Safety – or willingness to work towards	✓		A
First aid qualification		✓	A
A sound basic education and commitment to further training	✓		A
Relevant catering qualifications 706/1 and 706/2		✓	A
Skills and Competencies			
Broad range of culinary and food presentation skills	✓		A & I
Highly organised with good time management skills	✓		A & I
Ability to prioritise workload and meet deadlines	✓		A & I
Excellent interpersonal skills	✓		A & I
Strong leadership skills with the ability to coach and motivate others	✓		A & I
Good written and numerical skills	✓		A & I
Experience			
Experience of managing others within a busy environment	✓		A & I
Experience of providing excellent customer service	✓		A & I
Experience of managing others within a café environment	✓		A & I
Experience of working with volunteers		✓	A & I
Knowledge and Understanding			
A good understanding of customer service	✓		A
Understanding and knowledge of food handling preparation and safety	✓		A
An understanding of control of substances hazardous to health (COSHH)	✓		A
A good understanding of Health and Safety in the workplace	✓		A
A good understanding of customer service	✓		A
Other/Personal Qualities			
Flexible, reliable, and committed approach to work	✓		A
Sense of humour	✓		A
Able to communicate effectively at all levels	✓		A
High levels of personal integrity and respect for others	✓		A



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

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	30 th June at Midnight
Shortlisting	2 nd July
Panel Interviews	5 th July

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

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

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!