

# 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.



## Healthwatch Sunderland Engagement Lead 37 hours per week

**Starting Salary £27,385 per annum**  
**Salary Scale £27,385 - £29,690 per annum**

Healthwatch Sunderland is the is your local health and social care champion. We make sure NHS leaders and decision-makers hear your voice and use your feedback to improve care. We also help people to find reliable and trustworthy information.

We are looking to appoint someone skilled in:

- Engaging and presenting to a wide range of audiences
- Leadership and organisation skills
- Managing and supporting staff and volunteers
- Data analysis and report writing

Are you passionate about improving health and care services for the people who use them? Then this could be the role for you. We are looking for someone who enjoys working with a wide range of people, is efficient, organised and committed to bringing people's real experiences to the centre of decision making.

To book an informal discussion with Anna Gillingham Project Lead, please email [anna.gillingham@pcp.uk.net](mailto:anna.gillingham@pcp.uk.net).

Closing date for applications is: Sunday 4<sup>th</sup> August at midnight.

## Healthwatch Sunderland Engagement Lead

<b>Responsible to:</b>	Project Lead
<b>Accountable to:</b>	PCP Chief Executive & Board of Trustees
<b>Located:</b>	Blended, Sunderland Office and Home Working
<b>Starting salary:</b>	Starting Salary £27,385 per annum pro-rata
<b>Salary scale:</b>	Scale Points 11-14, £27,385 - £29,690 per annum pro-rata
<b>Hours:</b>	37 hours per week
<b>Term:</b>	Fixed until 30 <sup>th</sup> June 2026
<b>DBS Status:</b>	Enhanced

### Job Purpose

- To support the Project Lead, HWS team and Board of trustees with the development, delivery, and implementation of the HWS annual workplan.
- To develop and maintain effective relationships with a variety of stakeholders within the Health and Social Care Sector.
- To deputise for the HWS Project Lead and lead on designated workplan areas.
- To effectively co-ordinate and facilitate community engagement activities within the Sunderland area.
- To co-ordinate the recruitment, training, and involvement of volunteers.

### Job Description

1. To ensure HWS is representative of the local community by actively engaging with residents, patients and service users and using information gathered to accurately feedback their point of view.
2. To work in partnership with local health and social care providers to continuously gather and share information that improves services provided to the people of Sunderland.
3. To be an ambassador of HWS and promote an awareness of the service via representation and attendance at variety of local partnerships forums.
4. To coordinate the collation of local information and intelligence, providing feedback and sharing information in a timely manner, presenting this to

# Job Description



Stakeholders where required.

5. To be responsible for the recruitment, selection, training, and coordination of volunteers in supporting the work of HWS.
6. To ensure data managed in line with GDPR legislation.
7. To act as a positive role model, leading and manage the performance of staff and volunteers.
8. To link with external partners and sub-contractors as required to support HWS activities.
9. To contribute to the delivery of HW communication strategy through a wide range of communication platforms, supporting the promotion and marketing of HWS.
10. To plan, co-ordinate and facilitate engagement events and activities including Enter and View visits.
11. To analyse engagement findings, produce and present reports to a variety of audiences in relation to HWS work plan priorities.
12. To provide detailed and accurate reports that enables the HWS Project Lead to meet Local Authority commissioner requirements.
13. To develop and deliver training to staff and volunteers that enhance their knowledge and skill in relevant areas.
14. To stay contributing to gathering local information to ensure the Information and Signposting function of HWS is up to date.

## 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.

# Job Description



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</b>			
Relevant vocational qualification to Level 4 or equivalent (Health and Social Care)	✓		A
Evidence of ongoing commitment to continuous professional development	✓		A
<b>Skills and Competencies</b>			
Highly developed leadership and organisational skills	✓		A & I
Excellent interpersonal skills	✓		A & I
Strong facilitation skills, able to work with a wide range of communities, and build confidence, trust and alliances	✓		A & I
Self-motivated, with the ability to manage and motivate others	✓		A & I
Data analysis and report writing skills	✓		A & I
Ability to present information to a range of different audiences	✓		A & I
Ability to lead discussion and facilitate meetings, navigating potential conflict and challenges within groups	✓		A & I
Marketing skills (including working knowledge of social media platforms)		✓	A & I
IT literate – able to use a full range of IT packages/software e.g. Microsoft Office (Outlook/Word/Excel/PowerPoint/Teams)	✓		A
<b>Experience</b>			
Working with and building positive working relationships with the voluntary and community sector	✓		A & I
Working with and building positive working relationships with the NHS and statutory organisations	✓		A & I
Managing and supporting staff and volunteers	✓		A & I
Collecting qualitative and quantitative data to support effective project delivery	✓		A & I
Delivering training to groups		✓	A & I
Delivering work to set targets/milestones	✓		A & I

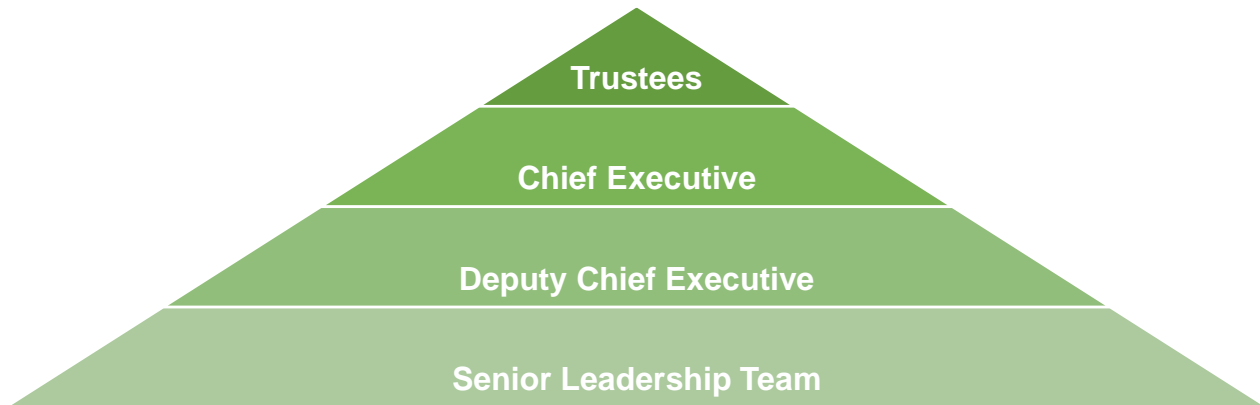


<b>Knowledge and Understanding</b>			
Knowledge of Equality and Diversity agenda / legislation / Equality Act	✓		A&I
Knowledge of Volunteering & the Law		✓	A&I
Knowledge of the local voluntary and community sector		✓	A&I
Knowledge of local safeguarding procedures		✓	A&I
<b>Other/Personal Qualities</b>			
Flexibility and ability to work outside normal hours when required	✓		A
Commitment to continuing professional development of self and others	✓		A
High degree of personal integrity and respect for others	✓		A

**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	4 <sup>th</sup> August at midnight
Shortlisting	5 <sup>th</sup> August
Panel Interviews	09 <sup>th</sup> August

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

# 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!**