

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 tenancy 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, 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

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



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.



Senior Peer Worker 37 hours per week

Starting Salary £30,729 per annum

Salary Scale £30,729 - £33,611 per annum

As part of Community Mental Health Transformation, PCP are pleased to announce that we are currently recruiting a Senior Peer Worker to work across County Durham. This role will be based within the community at various locations across County Durham and therefore some travel will be required.

Community Mental Health Transformation supports people to live well in their local communities and brings the NHS, local authorities and the voluntary, community and social enterprise sector together. In the past many organisations have worked independently of each other and as part of transformation we're working with partners to address barriers so people get the help they need when they need it and to ensure they receive the support that's right for them. PCP reports into the Community Mental Health Transformation.

Peer support is when people with shared experiences connect to build safe, trusting and non-judgemental relationships where we learn and grow together. Peer Workers are people who have experience of mental health challenges and accessing services for mental health care, and are employed, trained and supported to work to Peer Support values and use their experiences to support others.

For this role, we are looking for someone who has:

- Relevant experience of mental health challenges
- Personal experience of accessing mental health services
- Experience of working as a peer worker or in another lived experience essential role
- Experience of delivering professional lived experience supervision to peer workers

If you are passionate about making a difference in your community, want to work as part of a team, help local people and are looking for a role where you can learn and develop, we'd love to hear from you.

To book an informal discussion with Donna Sheavills, Project Lead please email donna.sheavills@pcp.uk.net.

Closing date for applications is Monday 23 June at 8:00am.

Job Description



Senior Peer Worker

Responsible to:	Project Leadership Project Lead (PCP) and Peer Co-ordinator (TEWV)
Accountable to:	PCP Chief Executive & Board of Trustees
Located:	Pioneering Care Centre, Carer's Way, Newton Aycliffe, DL5 4SF Owing to the diverse nature of the post agile working is encouraged
Starting salary:	Starting Salary £30,729 per annum
Salary scale:	Scale Points 14-17, £30,729 - £33,611 per annum
Hours:	37 hours per week
Term:	Fixed until 31 March 2026, with possibility of an extension
DBS Status:	Enhanced

Key Role

To effectively and efficiently deliver and sustain projects and services for the Pioneering Care Partnership (PCP). The post holder will work as designated by the Project Leadership to support the development and performance of the VCSE Peer Support services in line with the Community Mental Health framework.

Senior Peer Workers provide regular lived experience supervision to peer workers, working to support those they supervise in lived experience roles. This role will also work autonomously to deliver peer support and are accountable for their own peer support caseload.

This role will involve:

- Delivering 1:1 supervision to peer workers
- Facilitating co-reflection spaces for peer workers
- Managing own peer support caseload
- Working autonomously across host teams to provide peer support
- Setting up and facilitating peer support groups
- Building connections with a range of peer support and other partners
- Actively working in partnership with other VCSE partners and host organisations
- Contributing to the co-creation processes
- To successfully support the project team and the achievement of performance targets and milestones in-line with commissioner, funders and PCP expectations. This includes ongoing support and appropriate supervision for individuals and the team
- To support the growth and development of projects as appropriate

Within this role you will approach the peer relationship with compassion and curiosity. You will recognise and value people's strengths, diversity and expertise in themselves. You will be aware of the impacts of trauma and committed to the importance of working in ways which are sensitive to their needs.

Job Description



This role may involve working into a range of teams and areas. For these roles, we need people who are able to work within new and emerging challenges.

Successful applicants will receive training and regular line management and peer supervision to support them in the role.

Job Description

1. Manage own caseload, working within Peer Support Values and trauma informed approach framework under the guidance of the supervising Peer Coordinator or Project Lead.
2. Undertake peer support introduction meetings, and come to mutual agreement as to whether and how to work together as appropriate
3. Work with service users to develop peer relationship and implements individual 1:1 and/or group peer support, in collaboration with the service user(s) as part of the overall service plan
4. Share expertise based on own and collective lived experience as part of mutual learning processes with service users and carers, and as part of educating and training other team members involved in service users' care.
5. Work collaboratively with service users to report on their peer work together for distribution if appropriate
6. To ensure that projects meet the needs of residents/beneficiaries through applying an asset-based community development approach drawing on existing community strengths to build stronger, more sustainable communities for the future.
7. To support allocated projects and complete all necessary reporting requirements in relation to allocated contracts.
8. To successfully support project team members and resources allocated to project delivery including lived experience supervision.
9. Support the planning and facilitation of peer sessions, link meetings and training sessions for the team
10. To ensure continuous improvement and development of projects in line with best practice, quality standards and local opportunities.
11. To support the Peer Coordinator and Project Lead to maintain effective links with commissioners, programme partners and related organisations.

12. To support effective monitoring, evaluation and performance management to agreed indicators.
13. Enabling and empowering team members to ensure performance targets are met and progress reported to relevant funders/commissioners in a timely manner.
14. To conduct research and gather intelligence, encouraging the involvement of service users and respond to any trends or gaps identified.
15. To ensure effective data recording and management systems are in place and adhered to at all times. This includes the effective use of DCRS.
16. To be an ambassador for PCP and represent the organisation at a number of different forums and events.

General

1. To effectively demonstrate and carry out this support role in line with the organisations core values.
2. To provide coaching support to employees and colleagues of partner organisations, adhering to PCP's policies and procedures.
3. To be responsible for the collation of appropriate monitoring and evaluation information to support the achievement of agreed targets and outcomes within the project or service.
4. To provide accurate and timely internal and external reports as required.
5. To liaise with relevant teams and partners to ensure that opportunities are maximised for service users/clients.
6. To adhere with financial processes and procedures and work together to ensure that project resources purchased are within the allocated cost code budget(s).
7. To work to support the development and application of appropriate monitoring, evaluation and quality tools in accordance with the quarterly performance monitoring procedures.
8. To ensure quality standards are developed and maintained.
9. To support the recruitment, training and motivation of team members and volunteers as required.

Job Description



10. To comply with PCP's policy & procedures, including safeguarding (adults and children) and other compliance procedures.
11. To monitor and maintain health and safety and security within the workplace.
12. To undertake any training and development deemed appropriate.
13. To undertake any other such duties required by your Line Manager or the Chief Executive/ Deputy Chief Executive.

June 2025

	Essential	Desirable	Assessed at Interview (I) / Application (A)
Education & Training			
Foundation degree or equivalent qualification in a relevant discipline	✓		A
Degree level qualification in relevant subject or equivalent level qualification		✓	A
Completed an approved Peer Support Training course	✓		A
Commitment to continuous professional development	✓		A
Skills & Competencies			
First class interpersonal skills, with the understanding of the needs of individuals from diverse social, ethnic and cultural backgrounds and ability to build and leverage networks	✓		A & I
Able to share elements of own experiences, and engage compassionately with the experiences of others, in a way appropriate to the role and peer relationship	✓		A & I
Proven ability to support projects/services and to meet targets without compromising quality of delivery	✓		A & I
Action orientated approach to achieving targets and compliance	✓		A & I
Sound analytical skills with the ability to interpret a range of materials or multiple information sources to aid decision making	✓		A & I
Excellent verbal and written communication and presentation skills	✓		A & I
Skilled in writing clear, factual and detailed reports for both internal and external audiences	✓		A & I
Experience & Knowledge			
Personal lived experience of accessing mental health services	✓		A & I
Experience of working as a peer worker or in another lived experience essential role	✓		A & I
Personal experience of mental health challenges that are relevant to the specific role advertised	✓		A & I
Experience of delivering peer support in a paid or voluntary role, or in a user led environment	✓		A & I
Proven experience in supporting operational development, ensuring projects/services are managed efficiently and a range of resource needs are met	✓		A&I
A successful operational officer, encompassing mobilisation and delivery with at least 2 years' experience of working within a charity or similar environment	✓		A
Experience of identifying community/local needs to influence the development of projects and		✓	A&I



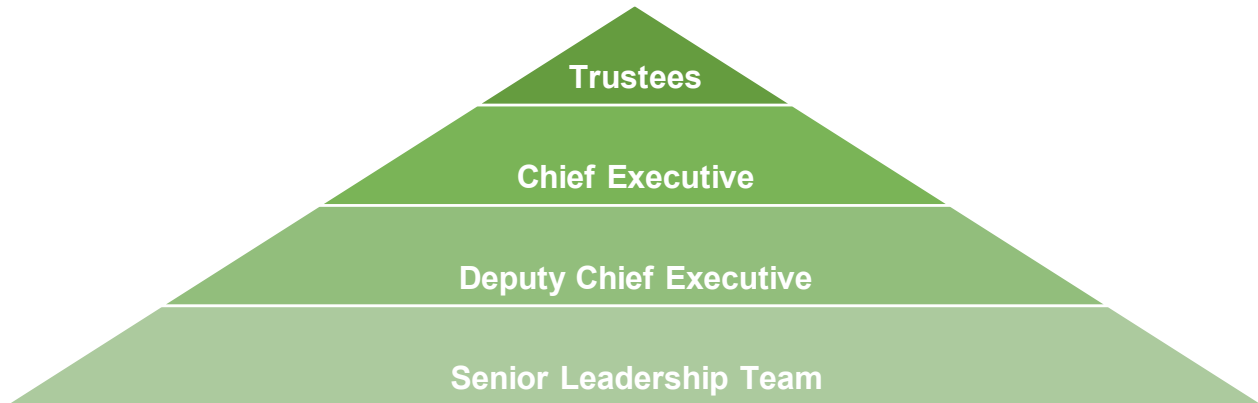
services			
Well-developed people and team management skills, including experience in delivering supervision or co-supervision to peers, with demonstrable ability to successfully motivate and support individuals and teams	✓		A&I
Proven success in working collaboratively as part of a multidisciplinary team, supporting partnerships and forging relationships with stakeholders	✓		A&I
Experience of managing risks and reporting health and safety concerns appropriately		✓	A
A clear understanding and appreciation of PCP's mission, aim and core values	✓		A
Good understanding of the Health, Social Care and Lifelong Learning environment	✓		A&I
Understanding of trauma informed approaches	✓		A&I
Other/Personal Qualities			
Passionate about the values of peer support and understands what the role adds to a team	✓		A & I
Ability to manage own workload and work autonomously	✓		A
Personal resilience, the ability to work well under pressure	✓		A
Current UK driving licence and access to a vehicle	✓		A
Strong overall skills and flexible and positive attitude to work	✓		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.

Structure



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 rising an additional day each year for five years.



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	Monday 23 rd June 2025 at 8.00am
Shortlisting	30 th June 2025
Panel Interviews	17 th July 2025

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 an application form which can be downloaded from our 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

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!