

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.



Community Engagement Officer 37 hours per week

Starting Salary £28,343 per annum

Salary Scale £28,343 - £30,729 per annum

PCP is proud to deliver Healthwatch South Tees. They cover the area of Middlesbrough, and Redcar and Cleveland to find out what matters to people and help make sure views shape health and social care support needed.

They focus on ensuring that people's experiences and concerns about health and social care services are heard and we speak out on their behalf to inform service development and ensure they meet the needs of local people.

We are looking to appoint someone with demonstrable experience to join our Healthwatch team as a Community Engagement Officer.

If you are passionate about making a difference to our community and want to help and support local people to live well through the vital work we deliver, we'd love to hear from you.

To book an informal discussion with Linda Sergeant, Project Lead. Please email linda.sergeant@pcp.uk.net.

Closing date for applications is: Sunday 9th November 2025 at midnight.

Job Description



Community Engagement Officer

Responsible to:	Healthwatch South Tees Project Lead
Accountable to:	PCP Chief Executive & Board of Trustees
Located:	Blended, Middlesbrough Office, Home Working and Community based.
Starting salary:	Starting Salary £28,343 per annum
Salary scale:	Scale Points 11-14, £28,343 - £30,729 per annum
Hours:	37 hours per week
Term:	Fixed until 31 st March 2027
DBS Status:	Standard

Job Purpose

We are seeking a passionate and proactive Community Voice Development Officer

You will be responsible for developing and implementing an effective Engagement Strategy to coordinate engagement activity across the South Tees area to reach a range of community stakeholders, including 'seldom-heard' voices.

To lead and deliver community engagement initiatives that empower local communities, encourage inclusive participation, and strengthen relationships between the organisation and its stakeholders. The Community Development Worker will play a key role in designing, implementing, and evaluating engagement programmes that support community development and social impact.

Key Responsibilities

- Develop and lead community engagement strategies aligned with organisational goals.
- Build and maintain strong relationships with community groups, residents, partner organisations, and stakeholders.
- Facilitate inclusive consultation and co-production activities to ensure community voices are heard and reflected in service planning and delivery.
- Ability to present information clearly and effectively to a range of audiences, both formally and informally.
- Gather and analyse community insights to inform service development and improvement.
- Signpost individuals to relevant services and support organisations.
- Collaborate with local partners to strengthen community networks and engagement.
- Support and mentor junior engagement staff and volunteers.
- Organise and manage events, workshops, and outreach activities to promote community involvement.
- Monitor and evaluate engagement initiatives, producing reports and recommendations for improvement.

Job Description



- Identify emerging community needs and opportunities for collaboration or innovation.
- Ensure compliance with safeguarding, equality, and data protection policies
- Act as an ambassador for the organisation, representing its values and behaviors with professionalism and enthusiasm

Essential Skills and Experience

- Significant experience in community engagement or development within a public sector or local government setting or NHS ICB setting.
- Strong understanding of local government structures, decision-making processes, and statutory responsibilities.
- Excellent communication and facilitation skills, with the ability to engage diverse communities.
- Experience in designing and delivering inclusive engagement activities.
- Confident using all Microsoft Office packages (Word, Excel, PowerPoint, Outlook, Teams).
- Ability to analyse data and produce clear, actionable reports.
- Strong interpersonal and communication skills, with the ability to engage diverse audiences.
- Ability to work independently and collaboratively within a team.
- Experienced in principles of engagement and co-production through lived experience.
- Ability to adapt to change and work flexibly across different settings.
- Strong interpersonal skills with a non-judgemental approach and the ability to listen with empathy.
- Self-motivated and able to work independently, whilst being a collaborative team player.
- Problem-solving mindset with initiative and creativity.
- Ability to communicate effectively with a wide range of stakeholders.
- Comfortable using social media platforms to engage with the public and promote initiatives.
- Full UK driving licence and access to a vehicle.
- Knowledge of equality, diversity, and inclusion principles and how they apply to engagement.
- Ability to work flexibly, including occasional evenings and weekends

Desirable Attributes

- Degree or relevant qualification in community development, social work, or related discipline
- Familiarity with digital engagement tools and platforms
- Experience supporting or managing volunteers
- Interest in health and wellbeing and a commitment to improving local services.

General

- To uphold PCP's Core Values at all times.
- To comply with PCP's policy & procedures, including safeguarding (adults and children) and other compliance procedures.
- To assist marketing and engagement work and use creative techniques to gather views from the communities we support.
- To actively take responsibility for your own Health & Safety and ensuring procedures are adhered to.
- To collate appropriate monitoring and evaluation information to support the achievement of agreed targets and outcomes within the project or service.
- To carry out all responsibilities in line with the organisation's Equality & Diversity Policy.
- To recruit, support, train and motivate volunteers as required.
- To undertake any training and development deemed appropriate.
- To undertake any such duties required by your Senior Manager or PCP Chief Executive/Deputy Chief Executive.



	Essential	Desirable	Assessed at Interview (I) / Application (A) Test (T)
Qualifications			
Degree or relevant qualification in community development, social work, or related discipline		✓	A/I/T
Commitment to continuous professional development	✓		A
Skills and Competencies			
Excellent communication and facilitation skills to engage diverse communities	✓		A/I/T
Ability to present information clearly and effectively to a range of audiences	✓		A/I
Confident using Microsoft Office packages (Word, Excel, PowerPoint, Outlook, Teams)	✓		A/I
Ability to analyse data and produce clear, actionable reports	✓		A/I
Comfortable using social media platforms to engage with the public and promote initiatives	✓		A/I
Ability to work independently and collaboratively within a team	✓		I/T
Problem-solving mindset with initiative and creativity	✓		A/I/T
Ability to adapt to change and work flexibly across different settings	✓		A/I
Ability to manage own workload and work autonomously	✓		A/I
Strong planning and time management skills	✓		A/I
Experience			
Significant experience in community engagement or development within public sector, local government, or NHS ICB settings	✓		A/I
Experience in designing and delivering inclusive engagement activities	✓		A/I
Experienced in principles of engagement and co-production through lived experience	✓		I/T
Experience supporting or managing volunteers (Desirable)		✓	A/I
Key Attributes			
Self-motivated and able to work independently, whilst being a collaborative team player	✓		I/T
Strong interpersonal skills with a non-judgemental approach and the ability to listen with empathy	✓		A/I/T
Interest in health and wellbeing and a commitment to improving local services		✓	A/I



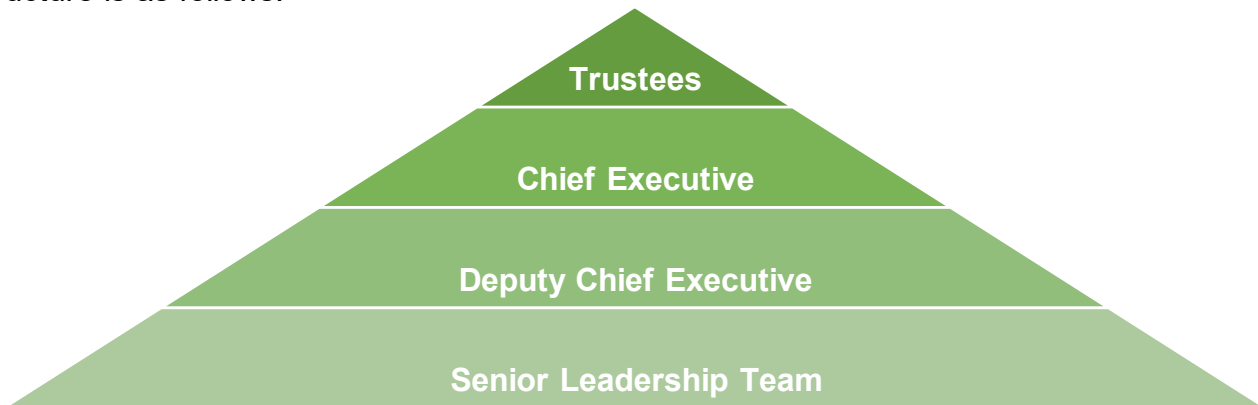
Knowledge and Understanding			
Good knowledge of the Tees Valley and local communities	✓		A
Strong understanding of local government structures, decision-making processes, and statutory responsibilities	✓		A/I
Knowledge of equality, diversity, and inclusion principles and how they apply to engagement	✓		A/I/T
Understanding of safeguarding, data protection, and compliance policies		✓	A
Familiarity with digital engagement tools and platforms (Desirable)	✓		I
A clear understanding and appreciation PCP's mission, aim and values	✓		I
Other/Personal Qualities			
Ability to work flexibly, including occasional evenings and weekends	✓		A/I
Act as an ambassador for the organisation, representing its values and behaviours with professionalism and enthusiasm	✓		A/I
Full UK driving licence and access to a vehicle with business insurance, due to travel directly related to the duties which include traveling between multiple locations throughout the working day.	✓		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	Sunday 9 th November
Shortlisting	10 th and 11 th November
Panel Interviews	19 th November

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 deliver 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!