

# 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.



## Community Resilience Worker 20 hours per week

**Starting Salary £25,635 pro-rata**

**Salary Scale £25,635 - £27,385 pro-rata**

County Durham Resilience are a multi-agency team working together to make a difference by providing local access to wellbeing and mental health support for individuals living or working in County Durham. PCP lead the team and report to Community Mental Health Transformation.

We are looking to appoint someone skilled with:

- experience and confidence in the provision of 1:1 support
- experience of working with communities
- the ability to actively listen and relate to people with a solution focused attitude

If you are passionate about making a difference in your community, want to help local people build their emotional resilience, including those who have been isolated, experienced COVID19, low mood, stress, worry and much more, and are looking for a role where you can learn and develop, we'd love to hear from you.

We have 1 part time position available to join this pioneering project being delivered across County Durham. We work countywide and this position may be focussed in and around Chester-le-Street and surrounding areas as well as Durham West which may include Framwellgate Moor, Meadowfield, Esh Winning, Langley Park and Ushaw Moor as well as cover dependent upon need countywide.

**To book an informal discussion with Donna Sheavills, County Durham Resilience Project Lead please email [donna.sheavills@pcp.uk.net](mailto:donna.sheavills@pcp.uk.net)**

**Closing date is Midnight, Sunday 2<sup>nd</sup> June 2024.**



## Community Resilience Worker

<b>Responsible to:</b>	County Durham Resilience Project Lead
<b>Accountable to:</b>	PCP Chief Executive & Board of Trustees
<b>Located:</b>	Significant outreach across County Durham (with some homeworking)
<b>Starting salary:</b>	Starting Salary £25,635 pro-rata
<b>Salary scale:</b>	Scale Points 9-11, £25,635 - £27,385 pro-rata
<b>Hours:</b>	20 hours per week
<b>Term:</b>	Fixed until 31 <sup>st</sup> March 2025
<b>DBS Status:</b>	Enhanced

### Key Role

1. Work in local communities to promote the service;
2. Support Mental Health Hubs to deliver on the mental health transformation programme
3. Offer support for people who have been adversely impacted by the Covid 19 pandemic with mental health and emotional wellbeing support
4. Provide a 'no wrong door' approach and effectively signpost people to relevant local services;
5. Support people to develop action plans to enable safe and appropriate connections, exercise, diversionary activities;
6. Support general rehabilitation, work with people suffering with 'long COVID-19';
7. Enable and facilitate the development of appropriate support groups;
8. Develop volunteer opportunities within and external to the project
9. Support the overall service evaluation processes

### Job Description

1. To undertake a comprehensive personal training programme to ensure delivery is evidence based, appropriate and well delivered.
2. To work in communities to promote the service and recruit appropriate clients.
3. To apply asset-based community development techniques and undertake research to support access to appropriate services.
4. To manage a caseload of individuals and provide 1:1 support including, but not limited to:
  - a. Working in a solutions-focus manner to assist clients to overcome a range of barriers;
  - b. Preparation and co-production of appropriate action plans to enable clients to improve their mental health;

# Job Description



- c. Maintaining regular supportive contact with each person to assist them to achieve their goals;
  - d. Providing practical health and wellbeing support and interventions;
  - e. Sourcing a holistic package of support to assist the development of each individual; and
  - f. Signposting and referring individuals to a range of activities, interventions, across a range of settings (primary care services and voluntary and community support);
5. To develop and deliver appropriate group interventions with a mental wellbeing and resilience emphasis.
  6. To be responsible for data processing including inputting information onto databases and creating reports.
  7. To ensure services are promoted through a variety of communications, marketing and media sources and platforms within the locality covered.
  8. To assist with overall service marketing and promotion activities, including supporting mental wellbeing and health events and publicity campaigns as appropriate.
  9. To recruit, support, train and motivate a small team of volunteers to support overall delivery.
  10. To establish and maintain strong relationships within the service and with VCSE delivery partners.
  11. To develop and maintain excellent working links/partnerships with external agencies to support delivery and assist people to reach their goals.
  12. To contribute to the development of systems and procedures, and the whole team approach in meeting quality and performance targets.
  13. To work flexibly as part of the County-wide multi-agency team and to provide cover for colleagues as required to help maintain appropriate support for people in the community.
  14. To conduct personal, venue and activity risk assessments as required.
  15. To ensure Health and Safety and Safeguarding procedures are always adhered to.

## **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>Education and Training</b>			
Relevant vocational qualification - level 3 or equivalent (Health & Social Care, Health Trainer, counselling etc).	✓		A
A Level 4/5 qualification in a relevant subject area incorporating the application of knowledge relating to wellbeing within a social setting.		✓	A & I
A willingness to undertake mandatory and role specific training within a specified timescale.	✓		A & I
Good overall sector-based training covering a range of motivational and behavioural change techniques along with health and wellbeing interventions.		✓	A
<b>Skills and Competencies</b>			
Experience of delivering behaviour change interventions in both 1:1 and group settings with high levels of success.		✓	A & I
Excellent communication and interpersonal skills including the ability to disseminate information in a user-friendly format including use of a variety of social media platforms.	✓		A & I
Ability to demonstrate effective collaborative working in community settings with good organisational and time management skills.	✓		A & I
Ability to influence, negotiate and motivate individuals in relation to behaviour change.	✓		A & I
Ability to act upon own initiative, responding proactively to changing situations.	✓		A & I
Ability to collate information and prepare reports.		✓	A
Sound understanding of the factors affecting Mental Health with a good understanding of the challenges faced by people living with the effects of COVID-19 and Long COVID19.		✓	A & I
<b>Experience</b>			
Extensive experience of client engagement and support principles in context to community outreach work.	✓		A
Experience of supporting volunteers and assisting them to develop skills/competencies within a variety of place-based settings.		✓	A & I
Experience of community mental health, wellbeing interventions.	✓		A & I
Experience of delivering support for adults, developing personalised action plans to enable safe	✓		A & I



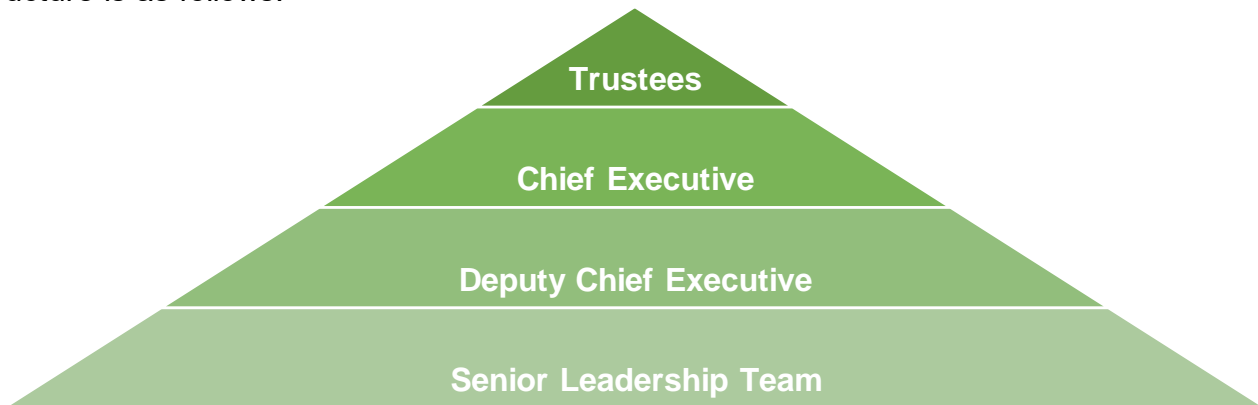
and appropriate connections to a range of support services and community-based activities.			
Experience of working in partnership to deliver client support interventions, including group and 1:1 formats.	✓		A & I
Experience of working collaboratively within a multidisciplinary team (MDT), using referral pathways to appropriately signpost clients to access a range of interventions and support services.	✓		A & I
Experience of evaluating projects or services using a range of techniques.		✓	A & I
An understanding of Asset Based Approaches and experience of applying this within a community-based setting.	✓		A & I

<b>Knowledge and Understanding</b>			
Extensive knowledge and understanding of mental health issues and knowledge and skills of engagement, motivational, and behaviour change approaches.	✓		A & I
Sound knowledge of County Durham and the health/lifestyle issues people face living in County Durham.	✓		A & I
Knowledge and understanding of community working, lone working, and ability to maintain safety whilst working in the community.	✓		A & I
A good understanding of personal limitations, ability to identify when to seek advice and support, and deal with issues in a professional manner.	✓		I
<b>Other/Personal Qualities</b>			
Current driving licence and access to a vehicle.	✓		A
Passion for improving the community.	✓		I
Flexible and a good team player.	✓		A & I
Sympathetic, pleasant manner with the ability to negotiate changes with a wide range people and at all levels.	✓		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

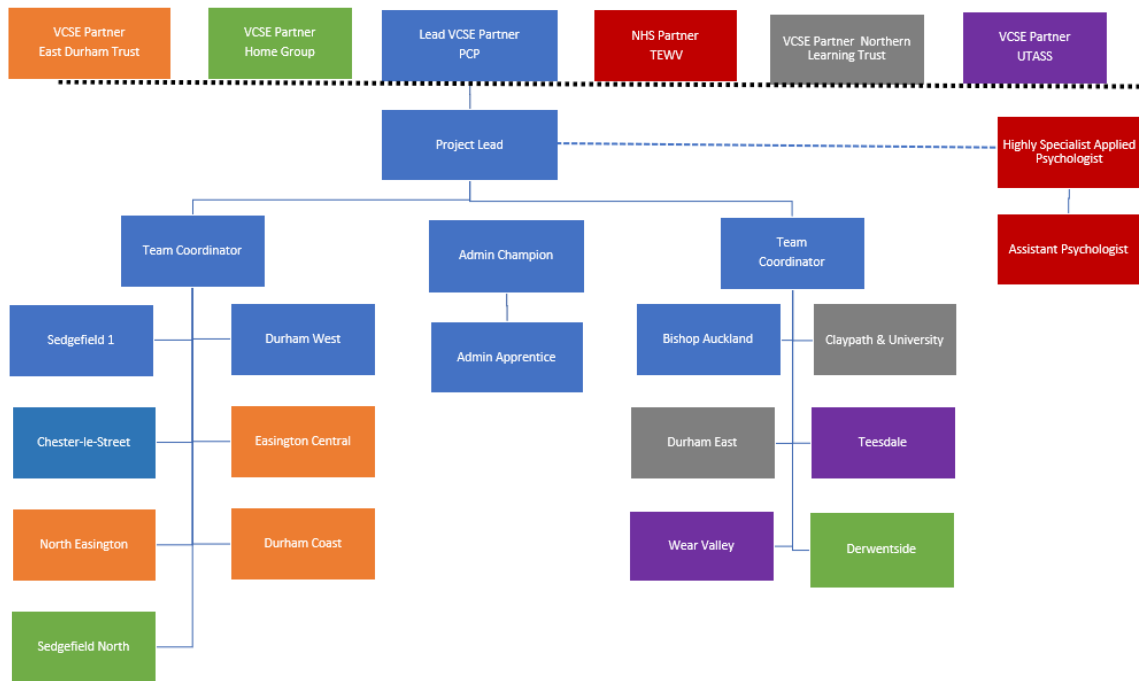




# Structure



The structure of the team you are joining which sits under the Project Development Managers:



# 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 2 <sup>nd</sup> June at midnight
Shortlisting	Friday 7 <sup>th</sup> June
Panel Interviews	Thursday 13 <sup>th</sup> June

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 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!**