

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.



Maternity Connector x 2 22.5 hours per week

Starting Salary £26,532 per annum pro-rata

Salary Scale £26,532 - £28,343 per annum pro-rata

Pro-rata salary amount £16,134.32

PCP and County Durham and Darlington NHS Foundation Trust are seeking enthusiastic, friendly and helpful 'Maternity Connectors' who will provide practical assistance to people accessing Community Midwifery Team and their families. Connectors will work closely with local people to support or strengthen their personal resilience whilst working with them on a range of topics such as general health, such as debt, poor housing and health in pregnancy. The Maternity Connector will be working with a targeted group of pregnant people who have been identified as having complex social needs, providing high intensity support.

Maternity Connectors will:

- Hold a relevant Level 4 qualification or equivalent experience
- Be able to demonstrate substantial topic-based training across a range of wellbeing and lifestyle disciplines, including mental wellbeing

Be experienced in:

- Co-producing personalised support plans aiming to enhance the person's health and wellbeing needs
- Helping people identify the wider issues that impact on their health and wellbeing, such as tobacco dependency, debt, poor housing, being unemployed, loneliness and caring responsibilities.
- Helping people prepare for parenthood, develop positive parental skills.

If you are passionate about supporting pregnant people and working in maternity services we'd love to hear from you.

Closing date for applications is: Sunday 7th September 2025 at midnight.

Job Description



Maternity Connector

Responsible to:	Adult Wellbeing Services Programme Manager
Accountable to:	PCP Chief Executive & Board of Trustees
Located:	Aligned communities across Darlington/Aycliffe and South Durham
Starting salary:	Starting Salary £26,532 per annum pro-rata
Salary scale:	Scale Points 9-11, £26,532 - £28,343 per annum pro-rata
Hours:	22.5 hours per week
Term:	Fixed until 31 st July 2026
DBS Status:	Enhanced with barring

Job Purpose

Maternity Connectors will be aligned to the County Durham and Darlington NHS Foundation Trust's Community Midwifery Team. The post holder will be expected to support strengthening an individual's personal resilience working with them to address the wider determinants of health, such as debt, poor housing and health in pregnancy. Maternity Connectors will work with a targeted group of pregnant people who have been identified as having complex social needs, providing high intensity support. This will involve supporting people with long term conditions (including support for mental health), tobacco dependency, those who are lonely or isolated, or have complex social needs which affect their wellbeing.

The post holder will liaise with a variety of partners, community and voluntary organisations across the geographical patch and the wider family health team. Excellent communication skills, an understanding of the challenges facing vulnerable pregnant people, a specific interest in working with families around the wider determinants of health, and local knowledge of available services are essential to engage vulnerable pregnant people within our care. A willingness to undertake mandatory and role specific training within a specified timescale will also be essential.

Job Description Main Duties

- a. Supporting the development and implementation of the service.
- b. Working with Community Midwifery Team, Primary Care Networks, Adult Wellbeing Services and wider family health services, including social workers, health visitors and VCSE partners and existing groups to develop the referral pathways for support.
- c. Helping people on an individual basis to ensure they are accessing the right support, at the right time, in the right place, receiving referrals predominantly from the Community Midwifery Team.
- d. Facilitating the development and delivery of personalised care support plans aiming to improve health and wellbeing, introducing or reconnecting people to community groups and statutory services.
- e. Delivering health improvement information to individuals to support the delivery aims of the programme.

- f. Ensuring appropriate information and resources are available for colleagues and service users, helping people to make informed positive behaviour changes to improve their health and wellbeing.
- g. Being active and involved at appropriate Community Midwifery Team meetings and work closely with the maternity, family health teams and wider multi-agency teams to implement key actions and feedback.
- h. Taking and effectively managing referral from maternity services.
- i. Working with multi-agency teams, including fire service, police, social care services, housing associations, and voluntary, community and social enterprise (VCSE) organisations (list not exhaustive) to build connections for support.
- j. Managing and prioritizing caseload, in accordance with the needs and service parameters. . Be able to identify any urgent support needed and escalate as appropriate.

Maternity Connectors key role – to provide personalised support

- a. Meeting people on a one-to-one basis in the community or at home where appropriate.
- b. Focusing on 'what matters to me'. Build trust with the person, providing non-judgemental support, respecting diversity and lifestyle choices. Work from a strength-based approach focusing on a person's assets / strengths.
- c. Working with individuals to co-produce a personalised health and wellbeing plan – based on the person's priorities, interests, values and motivations.
- d. Encouraging self-support with people to improve their health and wellbeing in pregnancy
- e. Introducing people where relevant to groups activities and services, providing support to engage including peer support to attend groups where appropriate.
- f. Working together to identify the wider issues that impact on their health and wellbeing, such tobacco dependency, debt, poor housing,, loneliness and caring responsibilities.
- g. Helping people prepare for parenthood, develop positive parental skills through information giving and facilitating into parent programmes, adaptations, enablement approaches and simple safeguards.
- h. Working closely with the Community Midwifery Team to provide holistic care. It is vital that the post holder has a strong awareness and understanding of when it is appropriate to refer to health professionals and what is outside the scope of their role.
- i. Raising any safeguarding issues aligning with CDDFT and PCP policies and procedures.

Data capture and reporting

- a. The Maternity Connector will be responsible for capturing data, feedback and case studies to demonstrate individual and overall impact of the service on people's lives.
- b. Timely and accurate data capture, inputting details onto patient record systems in line with information governance policies and procedures and ensuring all systems are up to date by the end of each working day.

Job Description



- c. Supporting referral agencies to provide appropriate information about the person they are referring.
- d. Providing appropriate feedback to referral agencies about the people they referred.
- e. Assisting with any reporting requirements internally and externally, including providing updates during team meetings as required.
- f. Working sensitively with people, their families and carers to capture key information, enabling tracking of the impact of the project on their health and wellbeing throughout pregnancy and their interaction with this service.
- g. Supporting and providing maternity services with regular updates about Maternity Connectors caseloads, individual progress, successes and challenges
- h. Assisting with training for staff on how to access information to encourage appropriate referrals.

Communication and Working Relationships

The post holder will be expected to work and communicate via telephone, e-mail, video-calling and face-to-face with a range of organisations and individuals to achieve the project aims, including:

- Pioneering Care Partnership (PCP)
- County Durham and Darlington NHS Foundation Trust (CDDFT)
- Community Midwifery Team
- County Durham Adult Wellbeing Services
- Durham County Council
- Community groups and Third Sector organisations, e.g. Citizens Advice
- Other Wellbeing programmes as appropriate

Health and Safety Responsibilities

It is the responsibility of the individual to work in compliance with all current health and safety legislation and the Pioneering Care Partnership and County Durham and Darlington NHS Foundation Trust's Health and Safety Policy and to attend any training requirements both statutory and mandatory in line with the legal responsibility to comply with the Health and Safety and Welfare at Work Act 1974.

Infection Control

It is the responsibility of all individuals to comply with infection control policies and to attend to any appropriate training requirements in line with County Durham and Darlington NHS Foundation Trust's responsibility to comply with Government Directives.

Risk Management

It is a standard element of the role and responsibility of all staff of the Pioneering Care Partnership and County Durham and Darlington NHS Foundation Trust that they play a proactive role in the management of risk in all of their actions. Members of staff are responsible for adherence to all policies for the safety of staff and patients at work.

Child/Young Person Related Posts

Has responsibility for ensuring that children and young people are safeguarded and must comply with the NHS Safeguarding Children Procedures and the Durham Safeguarding Children Partnership Child Protection Procedures. The post holder must attend safeguarding children training at a level appropriate to the role and function of the post. Safeguarding Children Training is mandatory for all staff within this field.

Sustainability

For both PCP and CDDFT our aim is to be an exemplary organisation in the way we embrace sustainability and corporate social responsibility. To achieve this, it is the responsibility of all staff to minimise the environmental impact of their day-to-day activities and adhere to the policies on sustainability, waste, resource usage and governance.

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.
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/Deputy Chief Executive.

	Essential	Desirable	Assessed at Interview (I) / Application (A)
Qualifications & Training			
NVQ Level 4 / Higher National Certificates (HNC) or 2yrs equivalent experience	✓		A & I
Able to demonstrate substantial overall topic-based training covering a range of wellbeing and lifestyle disciplines, including mental wellbeing	✓		A & I
Adult training qualification e.g. CTTLS or equivalent experience.		✓	A & I
Training in motivational interviewing or equivalent experience		✓	A & I
Level 2 mental health awareness qualification		✓	A & I
Level 2 NCSCT Trained		✓	A & I
Skills and Knowledge			
Knowledge of the personalised care approach	✓		I
A substantial understanding of the wider determinants of health, including social, economic and environmental factors and their impact on pregnant people and the families and carers of those who are pregnant, including knowledge of behaviour change models.	✓		I
Very good knowledge of health and lifestyle issues relating to health in pregnancy (gained through practical experience and/or a health related qualification).	✓		A
Ability to evidence success in reaching the client group and effectively supporting behaviour change.	✓		I
Understanding of the challenges of poor health literacy and ability to help people to develop skills	✓		A
Practical demonstration/delivery skills.	✓		I
Effective management of confidentiality, excellent communication, interpersonal and listening skills	✓		A
Sound IT skills with experience in a range of Office packages	✓		A & I
Ability to act upon own initiative, respond to changing situations.	✓		A
Very good organisational and time management skills.	✓		A & I
Sympathetic, professional and pleasant manner with the ability to negotiate changes with a wide range of people and at all levels whilst actively promoting the 5 ways to wellbeing.	✓		I
An awareness of behaviour change models.		✓	I
Good report writing skills, with the ability to collate, analyse and present data clearly and concisely		✓	I
Experience of multi sector working.		✓	I
Local knowledge of how the NHS works, including primary care.		✓	I

Understanding of the UNICEF Baby Friendly Initiative		✓	I
Experience			
Substantial experience of working in the community or voluntary sector.	✓		A
Substantial experience of being a successful facilitator with both individuals and groups.	✓		I
Substantial experience of preparing and delivering activities and relaying sensitive information	✓		I
Experience of evaluating projects or services, using a range of techniques.	✓		A
Experience of partnership/collaborative working and of building relationships across a variety of settings	✓		I
Experience of working family health, social care, learning support or health improvement		✓	I
Experience of partnership/collaborative working and of building multi-agency relationships	✓		I
Previous experience in midwifery care, supporting families, working with pregnant people, working with children.		✓	I
Reporting information via a variety of formats / media, including written formats to wide audience of healthcare professionals		✓	I
Values & Behaviours			
Patient Focused: Understands how their role impacts on the patient journey, and a willingness to place the patient at the centre of what they do.	✓		I
Achieving Results: Experience of successfully working to deadlines and completing tasks.	✓		I
Inspirational Leadership: Keen to develop themselves and others, open to new ideas and willing to share their experience with others	✓		I
Maximising Value: Takes ownership of problems and does not overly complicate matters or involve colleagues unnecessarily.	✓		I
Working Together: Approachable and able to build relationships with a wide variety of colleagues	✓		I
Equality and Diversity – can demonstrate a positive and non-judgmental attitude towards difference in terms of service delivery and working practice	✓		I
6 Cs of Care – is able to show knowledge and understanding of promoting care, compassion, competence, communication, courage and commitment within their role	✓		I
Other/Personal Qualities			
Access to own transport and ability to travel independently across the locality on regular basis, including visiting people in their own homes.	✓		A & I
Flexibility and ability to work outside normal hours including evenings and weekends.	✓		A & I
Be willing to complete additional training as determined by the role requirements	✓		I

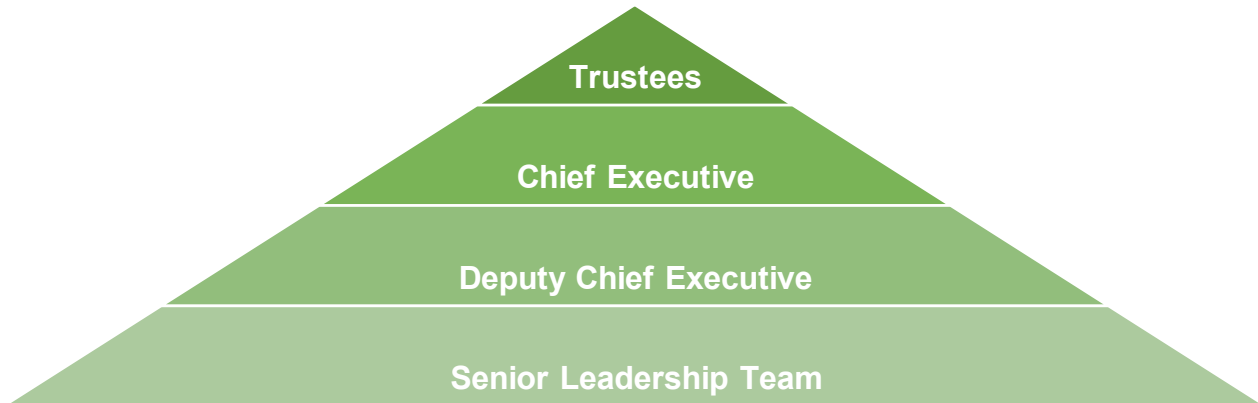


In exceptional circumstances applications may be considered if you don't meet the full essential criteria, however you will need to demonstrate how you will acquire the necessary qualifications or skills within 6 months. If you are unsure whether to apply, please contact HR.

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 7 th September 2025 at midnight
Shortlisting	W/C 8 th September
Panel Interviews	TBC

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 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!