

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.



Local Lived Experience Lead 37 hours per week

Starting Salary £30,729 per annum

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

Pioneering Care Partnership is a charitable organisation, managing and delivering multiple Health, Wellbeing and Learning projects across the region.

We are working in partnership with local NHS teams voluntary and community organisations within County Durham to support the transformation of mental health services to ensure flexible and personalised care and support. At the heart of this process is the Lived Experience Lead team who work with people with lived experience of mental health issues to ensure their voices are heard within this transformation.

The key purpose of this role is to build community/service user networks and experience of co-production approaches to ensure that the voice of lived experience shapes the system change work within the programme. The local lived experience lead will work within County Durham communities to gain their perspectives on the services they are accessing and work with service providers to enable change.

We are looking to appoint someone who:

- Understands the range of issues affecting people with lived experience of mental health conditions.
- Is a skilled communicator and facilitator, accustomed to working in multi-agency contexts.
- Has experience in working with service users to implement change
- Has excellent organisational and people skills

If you are passionate about empowering people to effect change and want to help local people and communities we'd love to hear from you.

To arrange an informal discussion with Hannah Farran-Rees please email hannah.farran-rees@pcp.uk.net.

Closing date for applications is: Sunday 3rd August 2025 at midnight

Job Description



Local Lived Experience Lead

Responsible to:	Local Lived Experience Lead
Accountable to:	PCP Chief Executive & Board of Trustees
Located:	Hybrid with home working and significant reach across County Durham
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 st March 2026
DBS Status:	Enhanced

Community Mental Health Transformation (CMHT)

Pioneering Care Partnership is working closely with fellow NHS organisations, local authorities, voluntary and community organisations and people with lived experience to transform the way adult community mental health care and support is delivered in County Durham.

The transformation forms part of a national programme set out in the NHS Long Term Plan to enable adults with mental illness to access services in a new, more joined up and effective way, regardless of their diagnosis or level of complexity.

Community Mental Health Transformation will offer flexible and personalised care and support that responds to a person's mental health needs and preferences close to home, while also increasing support for the wider factors that can impact someone's wellbeing, such as employment, housing, and physical health. To achieve this, partners are working together in local clusters within the county.

Job Purpose

The key purpose of this role is to build community / service user networks and experience of co-production approaches to ensure that the voice of lived experience shapes the system change work within the programme.

You will be a part of a wider Lived Experience Team, working in a range of voluntary and community sector organisations across county Durham to support the development and delivery of transformation.

Job Description

1. Co-ordinate and support people with lived experience to ensure lived experience informs and shape the day-to-day work, projects, direction, and decision-making within the mental health transformation programme.

Job Description



2. Work with the team across County Durham; championing lived experience and advocating co-production in the operational delivery of services.
3. Support the transformation of services across the system, promoting innovative and creative ways of working with service users and carers and peer support staff, advocating for cocreation, co-production, and partnership working.
4. Develop and facilitate community focus groups / forums / surveys / one to one meetings to identify themes and issues around the operational work and support with identifications of matters for systemic change that will positively affect people with multiple and complex needs.
5. Work with organisations which may already involve people with lived experience of mental health services or mental ill-health, and their carers, and explore how they can engage with this programme. Ensure this includes engagement with seldom heard groups and individuals, in order that views collected are representative of the wider community and their needs in terms of mental health services.
6. Support the development of people's confidence and skills within the hub. Seek out the best ways to capture experience and learning; and be able to operate with resilience, flexibility, and integrity.
7. Be an active part of the Lived Experience Steering group holding the CMHT Steering Group accountable for engagement and involvement of service user, carer, family, and community when making decisions, championing the service user experience at meetings.
8. Work collaboratively with other Local Lived Experience Leads across the County to share learning and practice, contributing to service improvement/systems change and amplifying the lived experience voice in CMHT.
9. Contribute to providing and developing service user responses through development and maintenance of networks with partner agencies and stakeholders.
10. Contribute to the creation and development of a diverse and inclusive culture across the transformation.
11. Contribute to the delivery of training, shared learning and the development of online resources.
12. Develop and maintain excellent working links/partnerships with colleagues, external agencies and all available resources that support delivery.
13. Promote wider awareness of the transformation project, with the focus of raising a greater understanding of the role of lived experience in it.

14. Positively promote a positive image of people with mental health conditions and learning disabilities. Challenge discrimination where appropriate.
15. Have an appreciation of the social factors of mental ill health and the compounding effects of health inequalities i.e., social exclusion from mainstream activities, discrimination, stigma etc which contribute to extraordinary physical ill health.
16. To take minutes of meetings attended (where appropriate).

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)
Education & Training			
Educated to degree level in relevant subject or equivalent experience	✓		A
Facilitation, Training and Teaching Skills		✓	A
Knowledge of Equality & Diversity	✓		A
Knowledge of Health and Safety	✓		A
Knowledge of Safeguarding	✓		A
Skills and Competencies			
Excellent verbal and written communication skills and IT experience	✓		A&I
Facilitation and negotiation skills	✓		A&I
Proven interpersonal and communication skills to work with a range of people	✓		A&I
Organisation and time management skills to manage and deliver a range of tasks and projects to deadline	✓		A&I
Ability to plan and implement objectives	✓		A&I
IT skills particularly in the use of Microsoft Office applications with skills in preparing and delivering presentations and reports	✓		A&I
Team working skills	✓		A&I
Experience			
Lived experience of mental illness and or accessing services	✓		A&I
Experience of working in a mental health or learning disabilities field		✓	A&I
Experience of cocreation and supporting change involving service users		✓	A&I
Working with service users and carers	✓		A&I
Experience of working within complex multi-agency contexts		✓	A&I



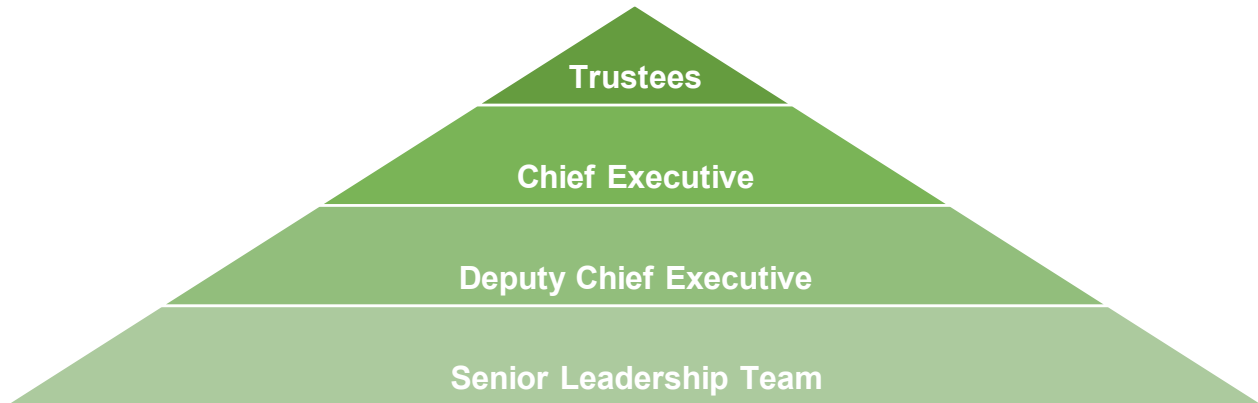
Knowledge			
To demonstrate an understanding of mental health organisational structures in the statutory and non-statutory sectors	✓		A&I
To understand the range of issues affecting people with lived experience of mental health conditions.		✓	A&I
To understand key national and local policy which impacts on mental health services and organisations		✓	A&I
Personal Qualities			
Ability to work in accordance with PCP values and behaviours	✓		I
Compassionate and understanding approach to mental illness and suffering	✓		A&I
Willingness to challenge stigma and discrimination and cares about social justice	✓		A&I
Self-awareness and commitment to self-development, willing to receive feedback and reflect	✓		A&I
Approachable and skilled in engaging people and building relationships	✓		A&I
Calm in challenging situations	✓		A&I
Good facilitator and negotiator	✓		A&I
Ability to travel independently in accordance with PCP policies and service need	✓		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 3 rd August 2025 at midnight
Shortlisting	Wednesday 6 th August
Panel Interviews	Wednesday 13 th August

PCP is an equal opportunities employer and wants to ensure that all applicants are considered solely on their merits and are not influenced by unfair or unlawful discrimination. We aim to provide genuine equality of opportunity, recognising and respecting each other's differences to empower a culture of creativity and innovation so everyone feels valued.

How do I apply?

Please complete 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!