

# Welcome to 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 almost 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 admin 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 and as we strive for our mission of **'Health, Wellbeing and Learning for All'** 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:

- ✿ "At PCP I always feel happy, enthused, safe and supported at work."
- ✿ "I enjoy being part of an organisation that makes such a positive difference to so many people's lives."
- ✿ "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**  
PCP Chief Executive



# 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 and 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 Wellbeing for Life, Community Connect and employability support. 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 social prescribing projects.

More recently PCP has supported with the response to the COVID-19 pandemic. Providing access to facilities for vacation programmes and through staff assisting with doorstep support, marshalling at vaccination centres and signposting. As we move into recovery PCP's emphasis is now on assisting with community resilience and providing support with both the emotional and physical impact of the virus.

PCP is 'Pioneering' we don't stand still and continue to work successfully with people across the North East towards our mission and aim.





# Mission, Aims and Outcomes

**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 <https://www.pcp.uk.net/>
- ✿ View our online newsletters and annual report: <https://issuu.com/pioneeringcare>



# Our 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.





# Recruitment Advert

## Reception and Administration Apprentice 37 hours per week (including training time) Starting Salary: National minimum apprentice wage

The Pioneering Care Centre is looking for a reception and administration apprentice who will support the customer service team with a range of administration skills, predominately working on PCP's reception the successful candidate will be involved in answering telephone calls and dealing with members of the public and PCC's service users. This is a great opportunity for someone looking to develop their administration and customer service skills and work in a busy community environment supporting members of the public to access a range of activities and events offered by PCP.

We are looking to appoint someone with:

- ✿ Good customer services skills
- ✿ Good IT skills, including a strong understanding of social media
- ✿ Good time management and organisational skills
- ✿ A desire to learn with enthusiasm

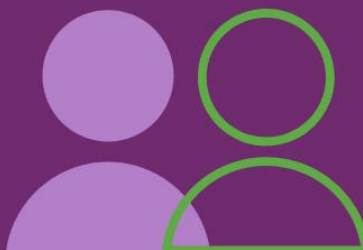
If you are passionate about working with people and supporting customers, we would love to hear from you.

To book an informal discussion with Gail Anderson, Centre Lead please email [gail.anderson@pcp.uk.net](mailto:gail.anderson@pcp.uk.net)

Closing date for applications is: Sunday 9<sup>th</sup> October 2022 at 00:00 midnight.



# Job Description



## Reception and Administration Apprentice

<b>Responsible to:</b>	Centre Lead
<b>Accountable to:</b>	PCP Chief Executive & Board of Trustees
<b>Located:</b>	Pioneering Care Centre, Newton Aycliffe
<b>Starting salary:</b>	National Minimum Wage for Apprentices
<b>Hours:</b>	37 hours per week (including training time)
<b>Term:</b>	Opportunity to be permanent once the apprenticeship is complete
<b>DBS Status:</b>	None

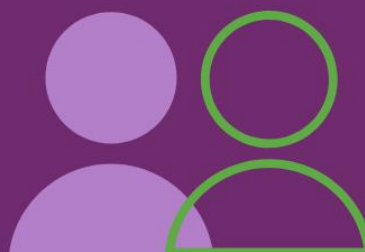
### Job Purpose

- Whether greeting people at reception, providing information about PCP services or supporting events and activities the purpose of this role is to help our customers/clients get the great service they deserve.
- The post-holder will work as part of a small team to provide efficient professional reception and administrative support across all functions.
- The post is also responsible for supporting events and activities, providing timely accurate information for stakeholders and marketing and prompting all we do.

### Job Description

1. Providing high quality information and advice to customers/clients at all times.
2. Supporting customers to understand the range of opportunities available and assisting them to enrol or book places.
3. Delivering an efficient signposting service, providing information on all PCP services and projects as well as sharing local course, class and event information.
4. Ensuring efficient, courteous, professional and helpful customer service standards are maintained.
5. Undertaking a wide range of reception duties, ensuring that the customer/client is always at the heart of what we do.
6. To assist in the event of a building evacuation following PCP's evacuation procedures.
7. Dealing efficiently and politely with a range of calls to PCP's switchboard, transferring callers to the most appropriate department, taking and relaying messages as required.
8. Supporting an effective administration service within the Pioneering Care Centre, ensuring work produced is of a high standard and within any specific guidelines set.
9. Carrying out a range of administrative functions including:
  - Processing mail,
  - Deal with enquiries, telephone/email /face-to-face
  - Completing admin work requests for letters, reports etc
  - Producing a range of posters, flyers and promotional materials
  - Ensuring information boards and displays are accurate and up to date
  - Supporting meeting administration including minute taking
  - Updating a range of databases, appointment booking systems etc
10. Ensure that all tasks are completed within the agreed deadlines.

# Job Description



11. Supporting marketing of events and activities including updating displays and social media.
12. Providing data to support management reporting, as required.
13. To cover as required in the event of staff absence, sickness, holidays etc.
14. To contribute to a whole team approach in meeting quality and performance targets.
15. To work flexibly within a team environment.
16. Communicate effectively with all departments and teams.

## **General**

1. To uphold PCP's Core Values at all times.
2. To operate within the policies and procedures of PCP, including confidentiality, safeguarding, information governance and data protection.
3. To assist PCP's marketing & engagement work and use creative techniques to gather views from the communities we support.
4. To be an ambassador for PCP and represent the organisation at a number of different meetings, forums and events.
5. To liaise with relevant teams to ensure that opportunities are maximised for service users/clients.
6. To adhere with financial processes and procedures and ensure that all resources purchased are within the allocated cost code budget(s).
7. To recruit, support, train and motivate staff and volunteers as required.
8. To effectively work with partners, freelance workers, consultants and other external stakeholders as required.
9. To ensure Health and Safety and Safeguarding procedures are followed at all times.
10. To carry out all responsibilities in line with the organisation's Equality, Diversity and Inclusion Policy.
11. To undertake any training and development deemed appropriate.
12. To undertake other such duties as are deemed appropriate by the Chief Executive.

**September 2022**

# Person Specification



	Essential	Desirable	Assessed at Interview (I) / Application (A)
<b>Qualifications and Experience</b>			
Ideally a minimum 4 GCSE's C and above Including Maths, English and ICT (or equivalents)	✓		A
Commitment to achieve relevant Level 3 Qualification	✓		A
<b>Skills and Competencies</b>			
Excellent customer service skills	✓		A & I
Good standard of written and spoken English	✓		A & I
Good telephone manner and verbal communication skills	✓		A & I
Experience working with the public	✓		
A strong understanding of the application and business use of social platforms, ie, Facebook, Twitter, You Tube and LinkedIn	✓		A & I
Excellent writing skills		✓	A & I
Organised, with good time management skills	✓		A & I
<b>Experience</b>			
Experience of working in a customer facing role		✓	A
<b>Other/Personal Qualities</b>			
Team Player	✓		A
Willingness to Learn	✓		A
Enthusiastic	✓		I
A can-do attitude and problem solver	✓		I

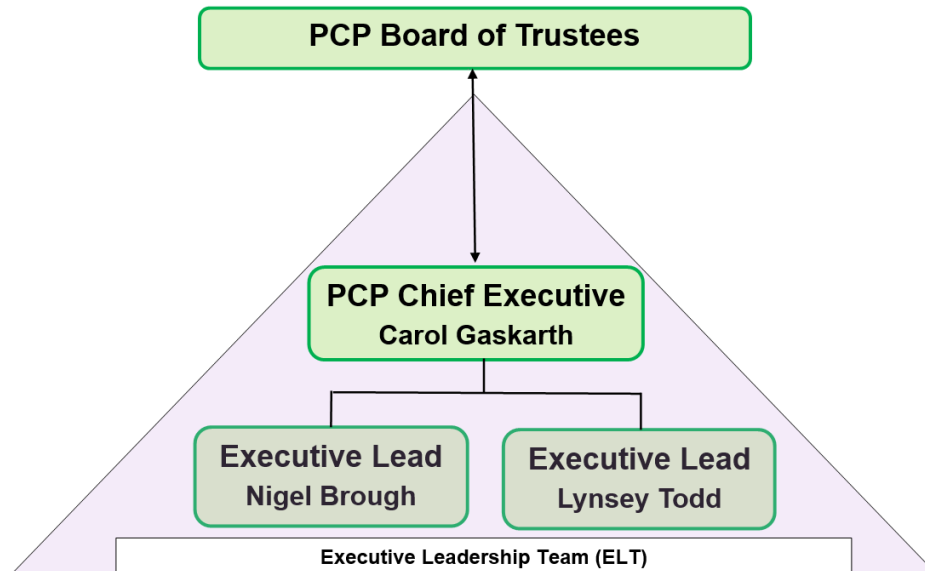
In expectational circumstances applications may be considered if you don't meet the full essential criteria, however you will need to demonstrate how you will acquire the necessary qualifications or skills within 6 months. If you are unsure whether to apply, please contact HR.



# 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. Executive 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. Together the Chief Executive and Executive Leads form the Executive Leadership Team (ELT).

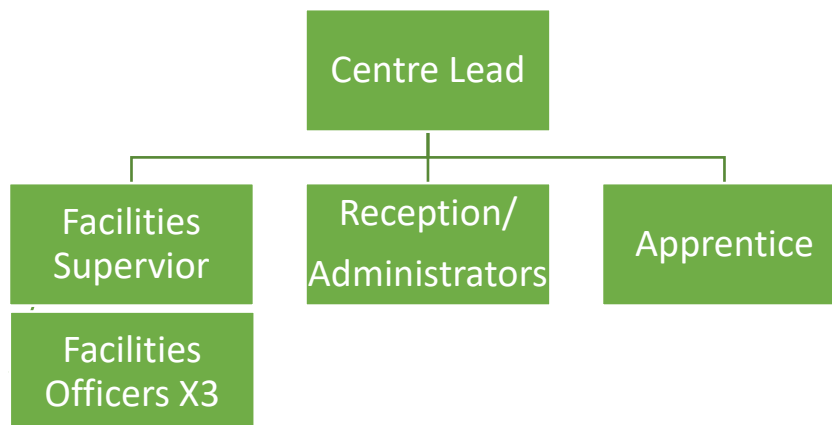
ELT is assisted by Senior Management Team colleagues, who are responsible for organisational delivery and operational development:



# Structure



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



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



“I have never worked for a company or organisation that looks after their staff so well.”

“Everyone is kind and friendly and willing to help each other out, at the end of the day we are all here to support one another”

“When we say we care for our staff's wellbeing, we really mean it!”

# Benefits and Rewards



**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**  
Every year we arrange  
activities for staff to support  
health and 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 it changes, we will let you know.

Recruitment Stages	Date
Closing Date for Applications	Sunday 9 <sup>th</sup> October 2022
Shortlisting	15 <sup>th</sup> October 2022
Panel Interviews	17 <sup>th</sup> October 2022

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, Carers 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 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 organisations 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 played 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**