

# 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](http://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.



## Secondary Care Tobacco Dependency Advisor 28 hours per week

**Starting Salary £25,190 per annum pro-rata**

**Salary Scale £25,190 - £26,532 per annum pro-rata**

**Pro rata salary £ 19,062.70**

Part of Adult Wellbeing Services, the Treating Tobacco Dependency Service aims to address smoking prevalence and promote smoking cessation within secondary care settings across County Durham and Darlington. Working in University Hospital North Durham and Darlington Memorial Hospital the service provides patients with smoking cessation brief intervention advice and tailored support, including quit aids and encourages them to initially adhere to smoke free legislation while in hospital and ultimately to stop smoking when returning to their community.

We are looking to appoint someone who has attained the following attributes as a minimum:

- Is honest, hardworking, flexible and compassionate with a positive outlook and caring disposition
- Has first class communication and engagement skills to ensure success when working with clients in a variety of settings
- Has provided behavioural support and treatment in relation to tobacco smoking or an equivalent service
- Is able to work in partnership with a number of agencies and organisations, particularly in secondary care
- Is passionate about reducing health inequalities and has a good knowledge of smoking prevalence across County Durham and Darlington

The successful candidate will be based across County Durham, working alongside health care professionals in maternity settings. Occasional weekend work may be required and will be shared across the team. If you are passionate about addressing health inequalities, smoking cessation and want to help local people quit, we'd love to hear from you. This post is **not** open to sponsorship.

To book an informal discussion with Bobby Hewitson, Project Development Manager please email [bobby.hewitson@pcp.uk.net](mailto:bobby.hewitson@pcp.uk.net)

Closing date for applications: Sunday, 5<sup>th</sup> October 2025 at midnight.

## Secondary Care Tobacco Dependency Advisor

<b>Responsible to:</b>	Secondary Care Tobacco Treatment Specialist
<b>Accountable to:</b>	PCP Chief Executive & Board of Trustees
<b>Located:</b>	Blended, Office, Home Working and Community based.
<b>Starting salary:</b>	Starting Salary £25,190 per annum pro-rata
<b>Salary scale:</b>	Scale Points 7-9, £25,190 - £26,532 per annum pro-rata
<b>Hours:</b>	28 hours per week
<b>Term:</b>	Fixed until 31 <sup>st</sup> March 2026 with likelihood of further funding
<b>DBS Status:</b>	Enhanced with barring

### Job Purpose

- To have a primary focus on working in maternity settings and providing smoking cessation clinics for pregnant women across County Durham.
- To work with the onsite tobacco treatment service and specialist to provide behavioural support and treatment in relation to tobacco dependency.
- To support the day to day running of the onsite tobacco dependency service to ensure safe, well organised and evidenced based care is offered routinely to all identified smokers and provided to all that access the service. Provide support in a range of settings as required for the delivery of smoking cessation service.
- To support the delivery of the service key performance and reporting indicators for tobacco dependency.

### Job Description

- Organise own workload and work unsupervised in a busy team. Maintain a high standard of work and prioritise own workload according to the needs of the service, individual needs including equality, diversity and social inclusion in all aspects of work.
- Take referrals, including self-referrals into the service and work with individuals to identify the most appropriate tobacco dependency treatment pathway.
- Identify and engage with individuals and groups from target areas.
- Support individuals to make informed choices about their health and wellbeing and support them in initiating and sustaining appropriate behavioral changes to improve their health.
- Record and report activities and results.
- Develop and sustain tobacco dependency support and referrals into the Local Community services.
- Travel is required within the designated service location, including occasional regional travel.
- The tobacco dependency service will operate seven days each week.



## Analytical Skills

- Ability to make judgements involving facts or situations, some requiring analysis
- Assess client condition through basic observations such as carbon monoxide measurement and report as appropriate.
- To be able to collect service user data to enable assessment of a suitable individually tailored health plan.
- Support effective evaluation systems within the service.
- Operate under the appropriate provision of pharmacotherapy medication protocols.

## Planning & Organisational Skills

- Plan and organise activities, such as clinics
- Prioritise the delivery of care to clients under the instruction of qualified staff.
- Ensure that patients are followed up within the guidelines to support a quit attempt
- Contribute to the long-term development of the onsite tobacco dependency treatment service.
- Plan own workload within role boundaries and under the management and guidance of the Tobacco Treatment Specialist.
- Plan own work to ensure that individual targets and workload commitments are being met and manage time effectively.
- To enter relevant information regularly to an electronic database.

## Patient/Client care

- Assess and develop treatment plans for patients identified as smokers and throughout the treatment period
- Implement treatment plans and provide behavioural support to patients who engage with the Tobacco Dependency Service.
- To work with patients on a one to one or group basis where appropriate to assess and agree a treatment and support plan to meet their individual requirements.
- Communicate smoking related issues in relation to an individual patient's care package in a holistic way e.g. working closely with maternity or hospital services. To communicate this effectively both to the patient and to the staff groups involved in relevant context.
- Report to the relevant tobacco dependency specialist or service manager on interventions and outcomes on a regular basis.
- Ensure that the service adopts a Making Every Contact Count (MECC) approach in contacts with patients.
- Develop and maintain relationships with individuals and their families to educate, facilitate and promote change.
- Facilitate any transfer of care into Community Stop smoking provision, such as LA SSS.
- Signpost individuals to other appropriate services to further support their health and wellbeing needs.
- Take and record patients carbon monoxide monitor readings
- Maintain patient confidentiality.

# Job Description



- Advise patients on the use of stop smoking pharmacotherapy, including NRT and E-Cigarettes.
- Practice safely within infection, prevention and control measures

## Policy & Service Development

- Follow policies, participate in discussions on proposed changes to procedures.
- Contribute to the monitoring, evaluation and audit of the secondary care tobacco dependency service. The post holder is expected to ensure their own practice meets the requirements, as well as considering and recommending improvements to the whole team.
- Keep up to date with local and national policies and guidelines that impact on their role, and participates in CPD.
- Contribute to service development and improvement and takes a participatory role in implementing agreed changes.
- Participate in evaluation of activities and programmes to inform service delivery and development.

## Information Resources

- Record personally generated information, contribute to updating patient records and comply with the data entry and monitoring requirements of the service.
- Support the development and dissemination of publicity and support materials for the service, in collaboration with the communications team and the service.
- Ensure that any database or client related data are correctly stored, processed and secured in line with departmental and Trust policies and to comply with IG requirements.
- Assist with audits, surveys, research and development activities to support improvement in practice.

## General

- To uphold PCP's Core Values at all times.
- To comply with PCP's policy & procedures, including safeguarding (adults and children) and other compliance procedures.
- To assist marketing and engagement work and use creative techniques to gather views from the communities we support.
- To actively take responsibility for your own Health & Safety and ensuring procedures are adhered to.



# Job Description



- To collate appropriate monitoring and evaluation information to support the achievement of agreed targets and outcomes within the project or service.
- To carry out all responsibilities in line with the organisation's Equality & Diversity Policy.
- To recruit, support, train and motivate volunteers as required.
- To undertake any training and development deemed appropriate.
- To undertake any such duties required by your Senior Manager or PCP Chief Executive/Deputy Chief Executive.



	Essential	Desirable	Assessed at Interview (I) / Application (A)
<b>Qualifications</b>			
Educated to at least NVQ3 / Foundation degree / Higher National Diploma	✓		A & I
Knowledge of tobacco treatment services		✓	A & I
Level 2 smoking cessation training		✓	A & I
<b>Skills and Competencies</b>			
Skills to listen, influence, negotiate and motivate individuals in to enable positive behaviour change	✓		A & I
An awareness of behaviour change models		✓	A & I
Ability to collate information and prepare reports.		✓	A & I
Ability to handle sensitive data with confidentiality	✓		A & I
Good communication, interpersonal and listening skills	✓		A & I
Good sound IT skills with experience in Microsoft 365	✓		A & I
Ability to act upon own initiative, respond to changing situations with good organisational and time management skills.	✓		A & I
Be supportive and encouraging to people, offering advice and motivation in a non-judgemental manner	✓		A & I
Ability to work well under pressure	✓		A & I
Able to deliver factual information using reassurance, tact and empathy		✓	A & I
<b>Experience</b>			
Experience of working within a healthcare setting	✓		A & I
Experience of working with people in a behaviour change context	✓		A & I
Experience of working in a partnership or with partners		✓	A & I



Knowledge and Understanding			
Knowledge of health and lifestyle issues relating to adults (gained through practical experience and/or a health related qualification)	✓		A & I
Other/Personal Qualities			
Full UK driving licence and access to a vehicle with business insurance, due to travel directly related to the duties which include traveling between multiple locations throughout the working day.	✓		A & I
Flexibility including evening and/or weekend work	✓		A & I

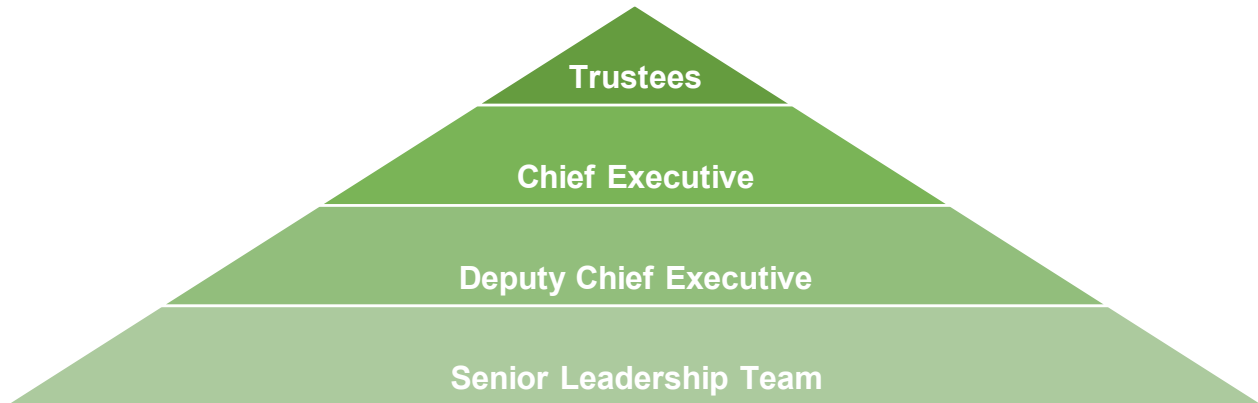
In expectational circumstances applications may be considered if you don't meet the full essential criteria, however you will need to demonstrate how you will acquire the necessary qualifications or skills within 6 months. If you are unsure whether to apply, please contact HR.



# Structure



PCP's Board of Trustees provide governance support and the leadership structure is as follows:



PCP's Chief Executive has full responsibility for the leadership, management and development of the Pioneering Care Partnership. The Chief Executive is fully accountable for organisation-wide impact and for ensuring PCP works towards its mission of Health, Wellbeing and Learning for All. Senior Leaders play a key role in supporting the Chief Executive on a day-to-day basis, ensuring that PCP delivers projects and services that embody the mission, providing a visible leadership role and strategically developing a number of key organisational areas.

In addition to the delivery structures PCP benefits from an internal infrastructure to ensure our staff and volunteers have the right support at the right time. This includes:

- Finance and Payroll
- HR & Volunteering support
- Health and Safety
- Information Governance
- Quality
- Marketing & Communications
- ICT
- Business Development



# Benefits of working at PCP



**Time off to do as you please!**  
27 days rising an additional day each year for five years.



**Career development**  
Learn new skills, gain qualifications, internal training and mentoring



**A helping hand to save**  
Access to the Financial Services Compensation Scheme (FSCS), to help you save money



**Work Place Health Activities**  
We arrange activities for staff to support their wellbeing as part of our commitment to work place health



**Family Friendly**  
We offer maternity, paternity, adoption and dependants leave



**Drive at ease**  
Using your car for work purposes? We will reimburse you for business mileage



**Discounts**  
Get discount vouchers for shopping and more through PCP's Reward Me Now Scheme



**Supporting your future**  
Join our pension scheme, we'll match what you pay in up to 3%



**Health and wellbeing**  
Paid weekly wellbeing time to do activities you love and improve your wellbeing



**Office equipment**  
For homeworking, you can access our online catalogue to buy desks, chairs and more



**Tech Scheme**  
Get savings on laptops, phones, smart health, white goods, gaming, photography and more!



**Guidance and support**  
Stay informed through meetings, development reviews, surveys and more



**Eye care**  
Get vouchers to go towards eye care and glasses



**Work life balance**  
You can request changes to support your work life balance



**Emotional support**  
Access to PAM Assist which provides a free and confidential Employee Assistance Programme



**Cycle to Work Scheme**  
Loan cycles and get discounts on cyclists safety equipment.

# Application Process and Timetable



PCP aims to support applicants at every stage of the process and our friendly HR staff are on hand to help with any queries you may have so please do not hesitate to contact [hr@pcp.uk.net](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 5 <sup>th</sup> October at midnight
Shortlisting	W/C 6 <sup>th</sup> October
Panel Interviews	W/C 13 <sup>th</sup> October

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](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



# 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 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!**