

Welcome to the Pioneering Care Partnership (PCP)



Welcome from PCP's Chief Executive

Firstly, let me thank you for your interest in the Pioneering Care Partnership and for considering a career with us.

PCP is a well-respected award-winning health and wellbeing charity with a history spanning over 25 years. Working across the North East of England we deliver a vast array of projects and services, and therefore have a range of opportunities for people to join the organisation. From administration to management, and project officers to research and development, we're always seeking the very best people to support what we do.



People are at the heart of everything PCP does; we exist to support people and communities to thrive and develop. Our mission is **'Health, Wellbeing and Learning for All'** – and we want the same for our dedicated staff team. As you read through this recruitment pack, I hope you begin to get a flavour of the way in which we help people and what it might be like to work as part of the organisation. I always think the best people to describe what it is like to work here are the current staff team, so here are a few quotes:

- “The best thing about working for PCP is the support staff get and the culture of everyone looks out for each other and supports each other.”
- “I like the flexibility and autonomy that I have in my role – being able to adapt what I do to suit the needs of the people I support.”
- “For me, the best thing about working at PCP is the genuine care towards staff wellbeing. From wellbeing time to staff activities, training and flexible working, not only does PCP encourage wellbeing it actually delivers.”
- “I love the fact that I am appreciated for doing my job well and feel that I am making a difference to other people's lives.”
- “I can honestly say I have never worked for an organisation where the senior leadership team are so visible and approachable.”

I encourage you to spend a bit of time looking at our website to see the range of programmes and activities we deliver. As a charity, we are governed by a voluntary board of trustees and we have a skilled and experienced management team tasked with supporting the overall governance and leadership of the organisation. If you want to learn a little more about us short biographies are available on our website.

Good luck with your application.

Best wishes

Carol Gaskarth



Background



PCP was established in 1998 after a group of local people saw a need to bring health and care services together under one roof. They recognised those accessing services were required to travel across County Durham and service delivery was not joined up. A steering group formed and shortly afterwards charity status was granted.

Through their tenacity and skills, and in conjunction with partners at the local authority and in health, land in Newton Aycliffe was identified and funding secured. The vision of the Pioneering Care Centre became a reality in 1999 with a turf cutting ceremony. Later that year the charity took over management, the first tenants moved in, and we started our first project, 'Options' supporting adults with learning and physical disabilities to improve their independence.

In 2002 PCP began its journey to take services into communities and the outreach delivery quickly grew. Over the years numerous successful projects have been delivered in partnership including Passport to Health, the Expert Patient Programme, Older People Roadshows, Steps to Health, Positive Steps and Health Trainer services. Many of these projects were the catalyst for the current projects we deliver including Adult Wellbeing Services and Community Connect. In addition to outreach development the Centre continued to thrive, and we were running out of space. In 2010 an extension was built which increased the footprint of the building by over a third.

The focus remained on County Durham until around 2012 when PCP successfully tendered to oversee a number of local Healthwatch contracts across the North East. To this date we continue to support Healthwatch in Sunderland, County Durham, Middlesbrough, Redcar and Cleveland and Stockton-on-Tees. PCP has also grown the range of projects and services and now also delivers workplace health, cancer awareness, befriending and resilience building projects.

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



Missions, Aims and Objectives



PCP Mission, or charitable objective is: **Health, Wellbeing and Learning for All**

To achieve this mission there are a number of overarching aims and outcomes we work towards.

PCP Aims to improve health and wellbeing through the development and provision of:

- Services that build capacity with individuals and communities to improve their own health and have greater choice and control;
- Projects/services that tackle health inequalities; and
- Providing locally accessible services in community settings;

The long-term **Outcomes** the PCP seeks are:

- To promote independence, choice & control
- To improve lifestyle
- To increase knowledge & skills
- To improve physical health
- To improve confidence, self-esteem & well-being
- To improve economic well-being
- To build community capacity
- To improve access to services for disadvantaged communities & groups
- To promote social inclusion
- To promote independence, choice & control

Every project or service that PCP delivers contributes to the above.

To find out more about the projects or services PCP delivers and our impacts you can:

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



Core Values



Making a Difference:

Our purpose is to help people and communities. By making a tangible social impact and striving for continuous improvement by learning from best practice;



Friendly:

Being pleasant, kind and approachable at all times; ensuring others feel comfortable and welcome;



Positive:

Taking a positive or optimistic attitude, seeing strengths and opportunities whilst challenging negative perspectives;



Supportive:

Providing encouragement and practical assistance to solve problems or overcome obstacles; and



Team:

Engaging with people in open, mutually-beneficial ways, being inspiring and uplifting when working with others.



Pool Supervisor 37 hours per week

Starting Salary £27,386 per annum
Salary Scale £27,386 - £29,690 per annum

We are looking to recruit a suitably qualified, experienced, and enthusiastic Pool Supervisor to support the development and re-launch of our newly renovated hydrotherapy pool programme. The successful candidate will be responsible for the day-to-day planning, delivery, and co-ordination of activities within the pool. If you think you have what it takes to join an award-winning charity and become an ambassador who will embrace and promote our mission of Health, Well-being and Learning for all – we look forward to hearing from you.

We are looking to appoint someone skilled in:

- Developing great Learn to Swim and Health and Wellbeing Programmes
- Leading a team of staff and volunteers
- Delivering first class customer experience
- Driving income and exceeding financial targets
- Understanding how engaging in health and wellbeing activities can overcome health inequalities.

If you are passionate about using swimming and exercise to help local people lead healthy and happy lives we would love to hear from you

To book an informal discussion with Gayle Goldsmith, Project Development Manager please email gayle.goldsmith@pcp.uk.net

Closing date for applications is: Sunday 26th May at midnight.

Pool Supervisor

Responsible to:	Centre Lead
Accountable to:	PCP Chief Executive & Board of Trustees
Located:	The Pioneering Care Centre, Newton Aycliffe, Co. Durham. DL5 4SF
Starting salary:	Starting Salary £27,386 per annum
Salary scale:	Scale Points Band 6 point 11-14, £27,386 - £29,690 per annum
Hours:	37 hours per week
Term:	Permanent
DBS Status:	Enhanced

Key Role

1. To be responsible for the day-to-day management of the Pioneering Care Centre hydrotherapy pool and delivery of pool activities
2. To ensure Learn to Swim classes are delivered effectively and efficiently – dealing with customer enquires and ensuring our booking system is fit for purpose.
3. To ensure that there is a programme of activities across the week that meets the needs of pool users and promotes PCP mission of health, wellbeing and learning for all.
4. To ensure the service delivers a professional, welcoming, and inclusive environment for all pool users.
5. To monitor the effectiveness of services provided and work with external partnerships to expand activities that are delivered in the pool.
6. To exceed all income and expenditure targets.

Job Description

1. To promote the benefits of hydrotherapy and the importance of learning to swim.
2. To co-ordinate the delivery of activities that are therapeutic, aide recovery and are a pleasurable experience for pool users.
3. To work with external partnerships and develop positive relationships with other providers.
4. To act as line manager to pool attendant and support any volunteers and/or students.
5. To act as duty manager across a shared rota ensuring there is always a consistent management presence within the Centre.

Job Description



6. Oversee hydrotherapy pool budget with support from Centre lead to maximise pool usage and promote to drive additional income generation.
7. To develop links with specialist providers and have a two-way pathway for referrals for swimming lessons.
8. To explore funding opportunities that may breakdown the financial barrier enabling the pool to be accessible for those with restricted incomes.
9. Evaluate and review pool charges and develop membership opportunities for those who may qualify for a concessionary rate.
10. To develop a programme that meets a variety of pool user needs.
11. Produce reports as required.
12. Develop systems that monitor effectiveness of activities delivered within the pool that meet performance targets and identify areas for continuous improvement.
13. To be a point of contact for any pool related queries and/or communication.
14. To ensure high standards of cleanliness and services are offered to pool users at all times.
15. To assist with the development of risk management systems and procedures that maintain a safe environment for all.
16. To liaise with Facilities Supervisor (and team) to manage pool safety to ensure any concerns are remedied at the earliest possibility.
17. To support the co-ordination of digital booking systems linked to pool hire and swimming lessons.
18. To liaise with Admin supervisor (and reception team) to ensure effective communication regarding pool users/bookings and/or are managed effectively.
19. To undertake lesson delivery to individuals/groups, of all ages and abilities within the pool, to the required standard set by Swim England.
20. To assist in the development, promotion or organisation of events or activities.

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.



	Essential	Desirable	Assessed at Interview (I) / Application (A)
Qualifications			
Swim England Swimming Teachers Level 2	✓		A
NVQ Level 3 or equivalent in appropriate area or willingness to work towards and achieve within an 18-month period	✓		A
RLSS Trainer Assessor		✓	A
Rescue award or National Pool Lifeguard – or a willingness to work towards and achieve within 18 months	✓		A
First Aid Certificate		✓	A
Swim England (or other nationally recognised) qualifications.		✓	A
Customer care/experience		✓	A
Skills and Competencies			
An understanding and commitment to excellent customer service	✓		A & I
Excellent communication and interpersonal skills	✓		A & I
Ability to inspire, motivate and encourage others.	✓		A & I
Fundamental knowledge of health and safety	✓		A & I
An understanding of performance monitoring		✓	A & I
Good level of ICT literacy including spreadsheets, word processing and database packages		✓	A & I
Understanding of health inequalities and potential impact on well being		✓	A & I
Enthusiastic and positive approach, committed to provision of excellent customer service	✓		A & I
Good team player who values the importance of team working	✓		A & I
Experience			
Relevant experience within a pool/leisure centre environment/social care/health and well being environment	✓		A & I
Relevant experience of working with diverse backgrounds and health and well-being needs	✓		A & I
Experience of providing excellent customer service	✓		A & I
Experience of delivering Learn to Swim	✓		A & I
Experience of working within a target driven environment	✓		A & I

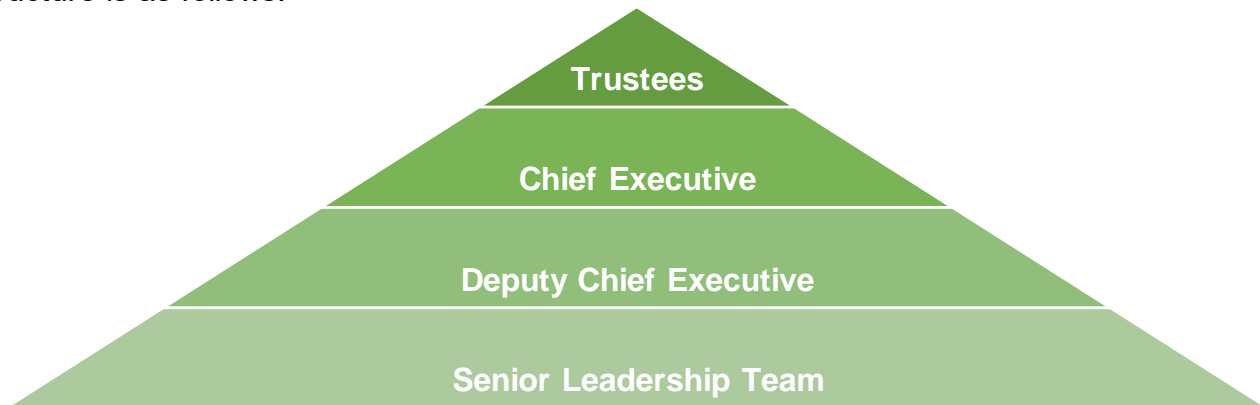


Experience of dealing with customer feedback	✓		A & I
Sales operation systems		✓	A & I

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.



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, plus bank holidays (pro rata), rising to 32 days after two years of service



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



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



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



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



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



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



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



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



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



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



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



Eye care
Get vouchers to go towards eye care and glasses



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



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



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

Application Process and Timetable



PCP aims to support applicants at every stage of the process and our friendly HR staff are on hand to help with any queries you may have so please do not hesitate to contact hr@pcp.uk.net

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 26 th May 2024 at midnight
Shortlisting	Tuesday 28 th May 2024
Panel Interviews	Tuesday 4 th June 2024

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

Post: HR Team, Pioneering Care Partnership, Carer's Way, Newton Aycliffe, DL5 4SF

Shortlisting

The shortlisting process is conducted by the lead manager who will review suitability of applicants based on the essential criteria outlined in the person specification.

We will contact you to let you know the outcome of the shortlisting.

Interviews

We appreciate interviews can be daunting and aim to make sure the experience enables you to tell us all about your skills and experience. We use a range of processes including informal discussions, interactive sessions, carousel/meet and greets, group interviews, presentations and panel interviews. When you are invited to interview we will tell you:

- Who the lead recruiter is;
- What process will be used; and
- If you need to prepare anything in advance.

Probationary period

All posts at PCP are subject to a six-month probationary period

And finally...



At PCP we pride ourselves being a good employer and continuously challenge ourselves to improve. We have a focus on quality and value the insights external assessments can bring, helping us to consistently consider best practices and refine the support we provide. These include:

Investors in People - Gold

Investors in People (IIP) assesses how organisations perform against a set framework considering employee engagement, communication culture and work practices, PCP achieved the original IIP standard in 2002 and since then have worked our way through the ranks achieving Gold Standard in 2020.



North East Better Health at Work Award Ambassadors

Better Health at Work Award recognises the efforts of employers in the North East and Cumbria in addressing health issues within the workplace. Each year PCP delivery a range of activities and challenges supporting staff wellbeing, underpinned by a Health and Wellbeing Strategy. The employee health needs assessment also helps us to target campaigns for staff.



Mindful Employer & Disability Confident

Mindful Employer is a UK-wide initiative aimed at increasing awareness of mental health in the workplace. We have a number of mental health champions at PCP and we proactively challenge stigma and discrimination not only in the workplace but in communities too. We are also a 'disability confident' employer and positively encourage people with disabilities to work with us.



Environmental Awareness

PCP has pledged to understand the impact the organisation has on the environment; monitor energy consumption and actively strive to reduce it. We increase awareness and encourage ideas to take positive action at work, home and in the community.

The 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!