

# 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.



## Community & Quality Lead 37 hours per week

**Starting Salary £35,928 per annum**

**Salary Scale £35,928 - £38,169 per annum**

Adult Wellbeing Services consists of five bespoke services working together to reduce health inequalities and improve health and wellbeing outcomes for people who are residents of or work within County Durham.

These key services include Wellbeing For Life, Joining the Dots, Cancer Awareness, NHS Health Checks and Health Squads.

Adult Wellbeing Service is commissioned by Durham County Council and is a partnership project delivered by Pioneering Care Partnership and County Durham and Darlington NHS Trust.

We are looking to appoint a Project Lead who is/has:

- Proven experience in supporting operational development, ensuring projects are managed efficiently and a range of resource needs are met.
- A successful operational manager with at least 3 years' experience of working within within a charity or similar environment.
- Experienced in identifying community/local needs to influence the development of projects and services
- Action orientated approach to achieving targets and compliance.
- Sound analytical skills with the ability to interpret a range of material or multiple information sources to aid decision making

If you are passionate about Health & Wellbeing we'd love to hear from you.

To book an informal discussion with Lindsey Wood, Wellbeing For Life Programme Manager please email [lindsey.wood@pcp.uk.net](mailto:lindsey.wood@pcp.uk.net).

Closing date for applications is: Sunday 8th June 2025 at midnight.

# Job Description



## Community and Quality Lead

<b>Responsible to:</b>	Wellbeing for Life Programme Manager
<b>Accountable to:</b>	PCP Chief Executive & Board of Trustees
<b>Located:</b>	Various across County Durham
<b>Starting salary:</b>	Starting Salary £35,928 per annum
<b>Salary scale:</b>	Scale Points 18-20, £35,928 - £38,169 per annum
<b>Hours:</b>	37 hours per week- Given the nature of the role it is expected that the post-holder will work flexibly. This may include working extended hours, evenings and weekends.
<b>Term:</b>	Permanent
<b>DBS Status:</b>	Enhanced

## Job Purpose

The Adult Wellbeing Services (AWS) are delivered by a partnership between County Durham and Darlington NHS Trust (CDDFT) and the Pioneering Care Partnership (PCP) and includes the Wellbeing for Life (WBFL) Service. WBFL is a commissioned service in County Durham based on the principle of ***Your Wellbeing, your way***. Based on the model of behaviour change, the team encourages people living and working across County Durham to take small steps to better health in a way tailored to suit them.

The Adult Wellbeing Service (AWS) Project Lead will support the Wellbeing for Life Programme (WBFL) Manager and the wider AWS team in the ongoing development and delivery of the AWS programmes, with a specific focus on quality and community.

This key role will have direct oversight and responsibility of all areas related to the quality of delivery, including Standard Operating Procedures, service delivery resources, data collection and evaluation, staff training, and Health and Safety.

The role entails the successful line management of the capacity building team, supporting the achievement of performance targets and milestones in-line with commissioner, funder and PCP expectations.

To effectively and efficiently deliver and sustain projects and services for the Pioneering Care Partnership (PCP).

To support the growth and development of projects as appropriate.



## Job Description

1. To oversee quality of programme delivery, ensuring reviews of key documents and process and taking a lead in ensuring these are regularly evaluated, updated and remain current and fit for purpose, within specific.
2. To provide support to the AWS Programme Managers to ensure that programmes and staff teams remain up to date in Health and Safety, Compliance, Data protection, Governance, Quality and Business Continuity.
3. To liaise and meet internally with team and externally with partners, stakeholders etc. to ensure that the correct information and systems in place and remain compliant with legal requirements and best practice.
4. Assisting with overall oversight and governance through involvement in AWS and PCP meetings, providing written and verbal reports as appropriate and developing relationships with PCP and CDDFT project leads to maximise on joint working opportunities
5. To ensure that projects meet the needs of residents/beneficiaries by embedding the County Durham Approach to Wellbeing, overseeing the development of focus groups, engaging people from a broad cross section of communities.
6. To successfully manage project staff and resources allocated to project delivery.
7. To oversee the development of the AWS training offer and ensure compliance with centre accreditation requirements
8. To contribute to the planning, development, management and sustainability of projects in conjunction with the Programme Managers and Senior Leadership teams.
9. To support continuous improvement and develop projects in line with best practice, quality standards and local opportunities.
10. To support the Programme Manager to maintain effective links with commissioners, programme partners and related organisations.

11. To ensure effective performance management and evaluation of services to agreed indicators.
12. To conduct research, gather intelligence and respond to any trends or gaps identified.
13. To ensure that all projects have an appropriate communications strategy and maximise PR and marketing opportunities.
14. To be an ambassador for PCP and represent the organisation at a number of different forums and events.

## **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 liaise with relevant teams to ensure that opportunities are maximised for service users/clients.
10. To provide line management and coaching support to employees, adhering to PCP's policies and procedures.



# Job Description



11. To work to develop and apply appropriate monitoring, evaluation and quality tools in accordance with the quarterly performance monitoring procedures.
12. To adhere with financial processes and procedures and ensure that all resources purchased are within the allocated cost code budget(s).
13. To provide accurate and timely internal and external reports as required.
14. To ensure quality standards are developed and maintained.
15. 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>			
NVQ Level 4 or equivalent qualification in a relevant discipline	✓		A
Commitment to continuous professional development	✓		A
Comprehensive knowledge of project principles, techniques and tools, such as Prince 2		✓	A
<b>Skills and Competencies</b>			
First class interpersonal skills, with the ability to build and leverage networks.	✓		A & I
Sound business acumen with the ability to identify and develop new opportunities	✓		A & I
Proven ability to manage multiple projects and to meet demanding targets without compromising quality of delivery.	✓		A & I
Action orientated approach to achieving targets and compliance.	✓		A & I
Sound analytical skills with the ability to interpret a range of material or multiple information sources to aid decision making	✓		A & I
Excellent verbal and written communication and presentation skills	✓		A & I
Skilled in writing clear, factual and detailed evaluation reports for both internal and external audiences.	✓		A & I
<b>Experience</b>			
A successful operational manager with at least 3 years' experience of working within within a charity or similar environment.	✓		A
Proven experience in supporting operational development, ensuring projects are managed efficiently and a range of resource needs are met.	✓		A & I
Experience of identifying community/local needs to influence the development of projects and services	✓		A & I
Experience of delivering projects or services within tight budgetary constraints		✓	A & I
At least one year working experience in operational matters including H&S, business continuity, risk assessments		✓	A & I
Well-developed people management skills, with demonstrable ability to successfully motivate and manage project teams.	✓		A & I
Proven success in driving forward partnerships and forging relationships with stakeholders.	✓		A & I
Demonstrable experience of being a positive and effective ambassador for an organisation	✓		A
Proven track record delivering marketing strategies to engage customers/service users		✓	A & I



Experience of managing risks and reporting		✓	A
Experience in change management including mobilization, delivery and exit of projects or services		✓	A & I

Knowledge and Understanding			
A clear understanding and appreciation PCP's mission, aim and core values	✓		A & I
GDPR and information governance		✓	A & I
Health and Safety, including Risk Assessments		✓	A & I
Knowledge of Quality Assurance and Compliance	✓		A & I
Knowledge of the funding landscape		✓	A & I
Other/Personal Qualities			
Ability to manage own workload and work autonomously	✓		A
Excellent attention to detail	✓		A & I
Personal resilience, the ability to work well under pressure	✓		A & I
Ability to lead and galvanise teams and individuals	✓		A & I
Strong overall management skills	✓		A & I
Flexible and positive attitude to work	✓		A & I

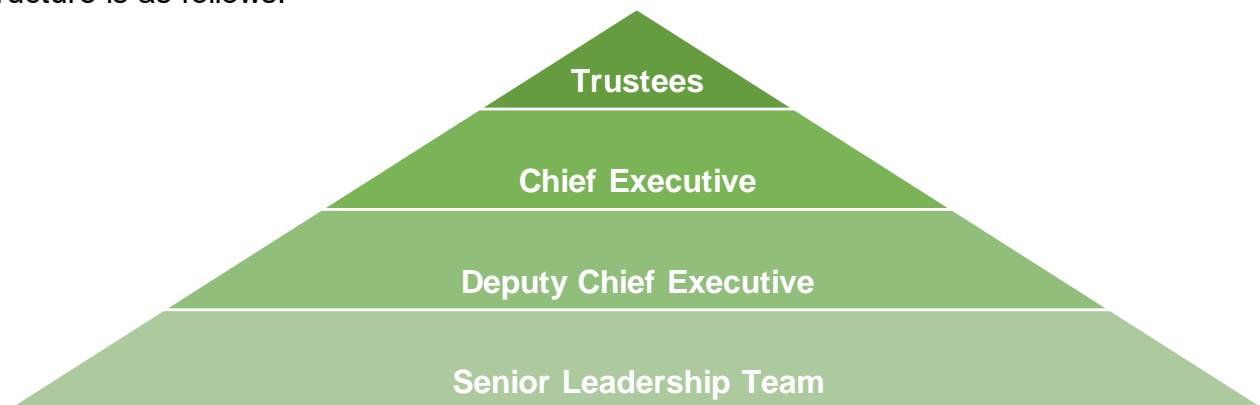
In expectational circumstances applications may be considered if you don't meet the full essential criteria, however you will need to demonstrate how you will acquire the necessary qualifications or skills within 6 months. If you are unsure whether to apply, please contact HR.



# 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 8th June at midnight
Shortlisting	W/C 9 <sup>th</sup> June
Panel Interviews	W/C 16 <sup>th</sup> June

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 deliver a range of activities and challenges supporting staff wellbeing, underpinned by a Health and Wellbeing Strategy. The employee health needs assessment also helps us to target campaigns for staff.



## Mindful Employer & Disability Confident

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



## Environmental Awareness

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

## The Queens Award for Voluntary Service

The Queen's Awards for Voluntary Service is awarded to organisation's recognising the outstanding difference volunteers and voluntary organisations make across the UK. It is the national benchmark for excellence, equivalent to an MBE. PCP were overwhelmed to be independently nominated and then awarded The Queen's Award for recognition of the role we've play for over 20 years' supporting communities.



**The Queen's Award  
for Voluntary Service**

**We look forward to reading your application and hearing how you would like to contribute to our ongoing work. Very best of luck!**