

# 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



## Engagement Officer

**16 hours per week**

**Starting Salary £20,295 per annum pro-rata**

**Salary Scale £20,295 - £21,274 per annum pro-rata**

We are looking to recruit a new Engagement Officer to support our ongoing workplan agenda within Sunderland Healthwatch. Healthwatch is the independent consumer champion for Health and Social Care. We gather patient and the public's opinions about the services they use and make recommendations to make them better.

We are looking for a friendly team player, who is self-motivated, with a positive outlook and sense of humour. You will need strong interpersonal and facilitation skills and have the ability to work with a wide range of communities of interest. Maintaining the confidentiality of individuals you work with is of high importance and the ability to gather and present their views, in a user-friendly formatted reports.

If you are passionate about making a difference and want to help local people have their say we'd love to hear from you.

To book an informal discussion with Anna Gillingham, Engagement Co-ordinator please email [anna.gillingham@pcp.uk.net](mailto:anna.gillingham@pcp.uk.net)

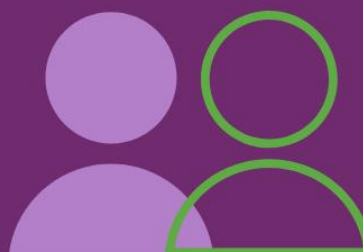
Closing date for applications is: 6<sup>th</sup> October 2022 at noon.

Please visit [www.pcp.uk.net/vacancies](http://www.pcp.uk.net/vacancies) for an Application Pack, or email [hr@pcp.uk.net](mailto:hr@pcp.uk.net)

CV's will not be accepted as part of the application process



# Job Description



## Job Title

<b>Responsible to:</b>	Healthwatch Sunderland Project Lead
<b>Accountable to:</b>	Healthwatch Sunderland Board & PCP Chief Executive
<b>Located:</b>	Sunderland - Significant outreach work
<b>Starting salary:</b>	Starting Salary £20,295 per annum pro-rata
<b>Salary scale:</b>	Scale Points 5-7, £20,295 - £21,274 per annum pro-rata
<b>Hours:</b>	16 hours per week
<b>Term:</b>	Permanent
<b>DBS Status:</b>	Enhanced

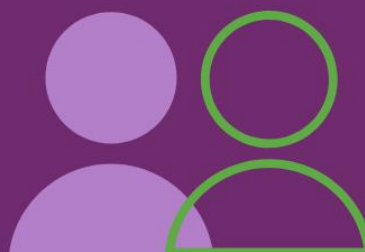
## Key Role

1. Working with people and other community groups to support the delivery of Healthwatch in the Sunderland area.
2. Develop and maintain relationships with youth providers and local schools to support recruitment and retention of volunteers i.e. organizations that will encourage and assist volunteers to support the work of Healthwatch.
3. To engage with the local community, collecting information about issues relating to the provision of health and social care for residents of the Sunderland localities with some work with young people required
4. Promote positive partnership working to facilitate effective engagement of relevant organizations, communities and individuals across the Sunderland area.
5. To promote the work of Healthwatch Sunderland (HWS) to the wider public.

## Job Description

1. Gather information from service users, patients and / or consumers of health and social care service and the wider community about the health and social care services that they use.
2. Contribute to the delivery of HWS through a wide range of communication channels, supporting the promotion and marketing of HWS and the Healthwatch volunteers.
3. Assist other Healthwatch staff and / or board members with the collection of data to assist with the development of the HWS Work Plan.
4. Provide general support to HWS team members as appropriate.
5. To support and guide Healthwatch volunteers in effective engagement with the public with the support of the Healthwatch volunteer coordinator.

# Job Description



6. Keep accurate and timely records of activities undertaken and of information gathered.
7. Conduct personal, venue and activity risk assessments as required.
8. Be responsible for data management of information, including inputting information onto databases and creating reports.
9. Collate and present verbal and written reports when required.
10. Work flexibly as part of the Healthwatch team, providing cover for colleagues as required to maintain appropriate staffing levels within Healthwatch.
11. Operate within the policies and procedures of PCP.
12. Carry out all responsibilities with due regard to the organisation's Equality and Diversity Policy.
13. Undertake training and development deemed appropriate.
14. Monitor and maintain Health & Safety and security within the workplace.

## **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 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 and 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 and Inclusion 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 the relevant Senior Manager or PCP Chief Executive.

**May 2022**



	Essential	Desirable	Assessed at Interview (I) / Application (A)
<b>Knowledge and Qualifications</b>			
A sound basic education and commitment to further training	✓		A
Relevant vocational qualification to level 3 or equivalent (Health & Social Care etc)	✓		A
A relevant degree		✓	A & I
Knowledge of Equality & Diversity agenda/ legislation/Equality Act Oct 2010		✓	A & I
<b>Experience</b>			
Experience of working with community groups and organisations	✓		A & I
Experience of working with young people		✓	A & I
Experience of working with and supporting volunteers		✓	A & I
Experience of collecting and recording qualitative information		✓	A & I
<b>Skills and Competencies</b>			
Excellent communication and interpersonal skills	✓		A & I
Ability to disseminate information in an user friendly format	✓		A
Ability to act upon own initiative and respond to changing situations	✓		A & I
Good organisational and time management skills	✓		A & I
Strong administrative skills	✓		A & I
<b>Other requirements</b>			
Current driving licence and access to a vehicle	✓		A
Flexibility and ability to work outside normal hours when required	✓		I
Team player	✓		A & I
Sense of humour	✓		I

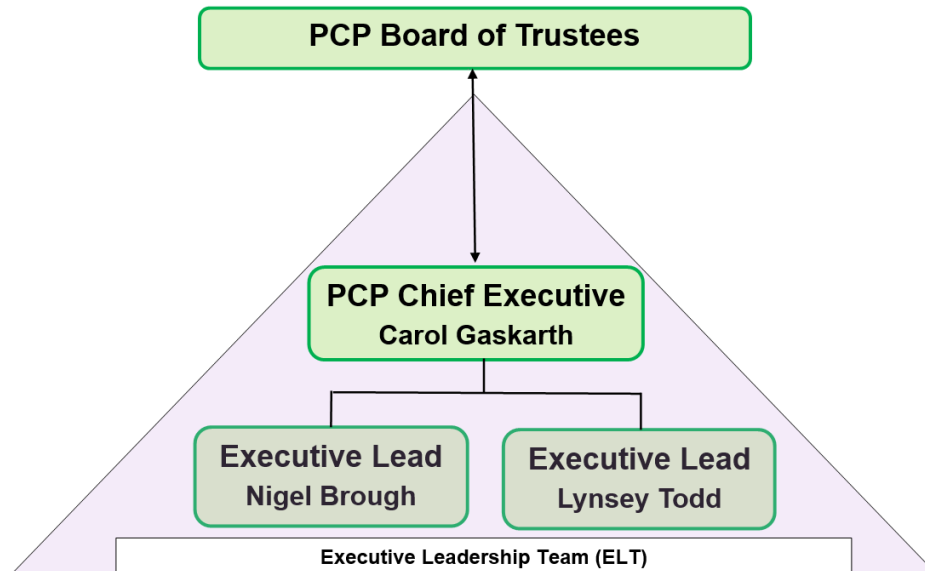
In exceptional circumstances applications may be considered if you don't meet the full essential criteria, however you will need to demonstrate how you will acquire the necessary qualifications or skills within 6 months. If you are unsure whether to apply, please contact HR.



# Structure

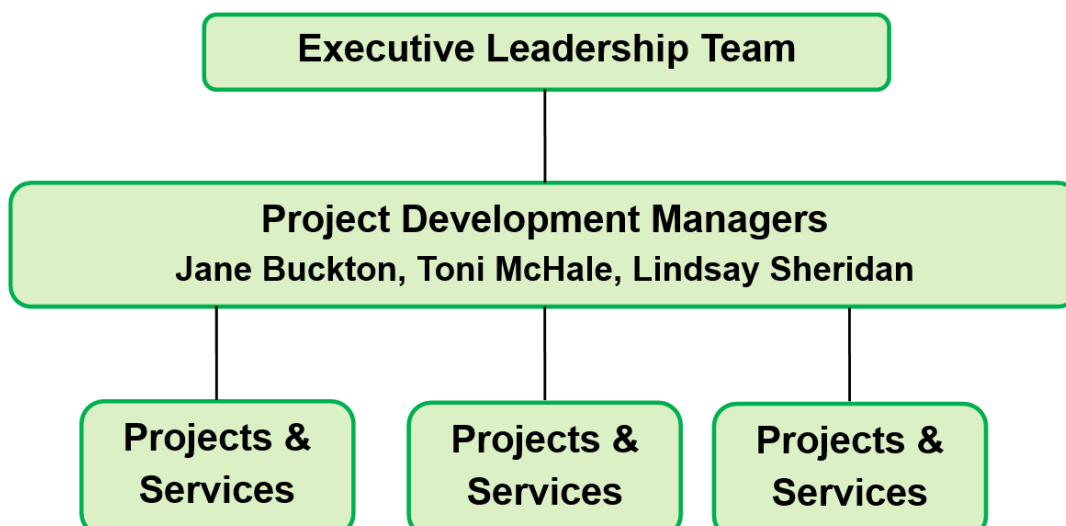


PCP's Board of Trustees provide governance support and the leadership structure is as follows:



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).

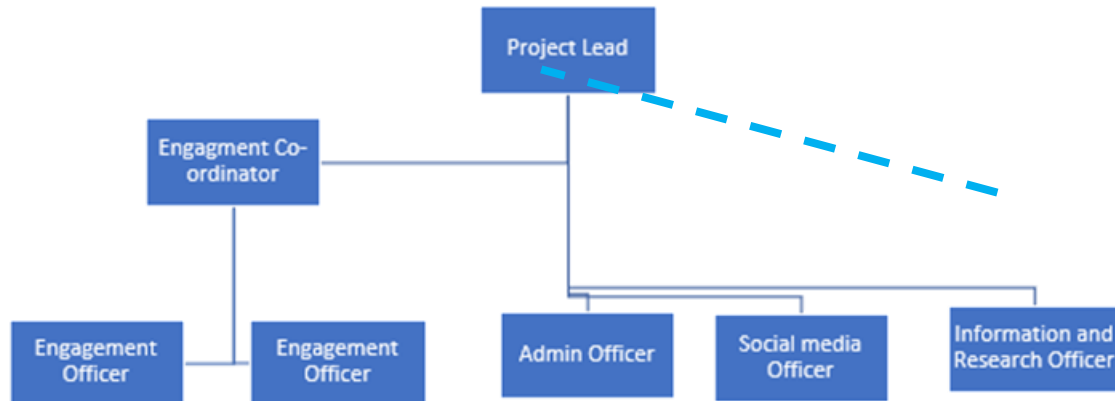
ELT is assisted by Senior Management Team colleagues, who are responsible for organisational delivery and operational development:



# 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	06 <sup>th</sup> October 2022 at noon
Shortlisting	W/C 10 <sup>th</sup> October
Panel Interviews	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 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**