

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



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.



WBFL Community Connector- North Hub (Stanley)

37 hours per week

Starting Salary £26,532 per annum

Salary Scale £26,532 - £28,343 per annum

The Wellbeing for Life aims to increase the health, resilience, and wellbeing of local people using a place-based approach. It champions the Five Ways to Wellbeing, promoting the principles of County Durham's Approach to Wellbeing to empower individuals, facilitate behaviour change through one-to-one interventions and group work, and consider the impact of wider determinants on health and wellbeing.

The programme delivers interventions around the key thematic areas of healthy weight management, smoking cessation, alcohol reduction and mental resilience and wellbeing, whilst also supporting people to address the health needs holistically with the promotion of screening and vaccination programmes, signposting to financial and housing support and increasing volunteering and employment opportunities.

Wellbeing for Life is part of the wider, Adult Wellbeing Service which is commissioned by Durham County Council and is a partnership project delivered by Pioneering Care Partnership and County Durham and Darlington NHS Trust.

The Community Connector role is aligned to a specific Primary Care Network area (PCN) The post holder and team will support and undertake asset mapping within their allocated PCN area to ensure a joined up approach of service development and delivery.

We are looking to appoint someone with the following skills and attributes

- An understanding of the factors affecting both physical and mental wellbeing
- An understanding of the challenges faced by those with poor health literacy and the ability to support individuals to develop appropriate skills
- A professional and pleasant manner with the ability to negotiate changes with a wide range of people and at all levels whilst actively promoting the 5 ways to wellbeing

Recruitment Advert



- A good understanding of Asset Based Community Development Approach and experience of applying the tools
- Ability to work as an effective ambassador with distinct groups / populations and the ability to evidence your success in reaching the client group and effectively supporting behaviour change

If you are passionate about health and wellbeing and want to help local people to make positive changes and improve lives, we'd love to hear from you.

To book an informal discussion with Julie Stobbart, Hub Co-ordinator please email julie.stobbart@nhs.net

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

Job Description



Wellbeing Community Connector

Responsible to:	Wellbeing for Life Locality Co-Ordinator
Accountable to:	PCP Chief Executive & Board of Trustees
Located:	Wellbeing Services Hub: Stanley with Outreach Work
Starting salary:	Starting Salary £26,532 per annum pro-rata
Salary scale:	Scale Points 9-11, £26,532 - £28,343 per annum pro-rata
Hours:	37 hours per week, flexible between 8am –8pm with occasional weekend working
Term:	Permanent
DBS Status:	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 Community Connector role will be aligned to a specific Primary Care Network area (PCN) The post holder and team will support and undertake asset mapping within their allocated PCN area to ensure a joined up approach of service development and delivery.

In addition to managing their own caseload of clients, the post holder will also line manage a team of Wellbeing Practitioners, to develop, support and manage their caseload of clients providing lifestyle and behaviour change support particularly in the five ways to wellbeing. The post holder will engage and work with a wide range of partners and local voluntary and community groups within their PCN area, to develop joint wellbeing activities, ensuring that specific groups are supported by the service. They will work closely with the Community Wellbeing Hub and Volunteer Officers to support Wellbeing Hubs and volunteers within their area.

The post holder will liaise with a variety of partners, community and voluntary organisations across the PCN area to develop a strong relationship network and promoting the wider programme.

Excellent communication skills and local knowledge are essential in order to engage and work with members of the public. Willingness to undertake mandatory and role specific training within a specified timescale will also be essential.

Job Description



The post holder will attend the County Durham Link Worker network events and will also attend other regional network events where appropriate.

- To carry out service evaluations in line with the project plan and learning from best practice.
- To develop new services / activities for the community based on identified need.
- To promote and deliver health and wellbeing programmes to individuals and groups to support the delivery aims of the programme.
- To ensure appropriate information and resources are available for staff and members of the public in order for individuals to make the correct choices to aid them with changes to their behaviour that have a positive impact on their health.
- To represent the service at key partner/ community group meetings and work closely with the team to implement key actions and feedback.

Job Description

- To support the Wellbeing for Life Locality Coordinator and Adult Wellbeing Services Programme Manager in the development and implementation of the service specifically, but not exclusively, within their assigned PCN area.
- To line manage staff and mentor volunteers based on identified competencies required to deliver the client journey
- To support staff in the development and management of their caseloads, providing support and quality monitoring to all aspects of their roles
- To support staff to develop new activities / groups for the community based on identified health need.
- Provide personalised support to individuals, their families and carers to take control of their health and wellbeing, live independently and improve their health outcomes. Develop trusting relationships by giving people time and focus on 'what matters to me'.
- Support clients on a 121 and group basis, both face to face and using digital platforms, including social media and video content, to support them through behaviour and lifestyle change by developing step change action plans and referring to relevant specialist services.

Job Description



- To manage and prioritise your own caseload, in accordance with the needs, priorities and any urgent support required by individuals on the caseload.
- To work closely with the Community Wellbeing Hub and Volunteer Officers to support Wellbeing Hubs and volunteers within their area
- Alongside other members of the Adult Wellbeing Services teams, work collaboratively with all local partners to contribute towards supporting the local VCSE organisations and community groups to become sustainable and that community assets are nurtured, through sharing intelligence regarding any gaps or problems identified in local provision with commissioners and local authorities.
- To source a holistic package of support to assist the development of skills and knowledge and in particular assisting individuals to progress and achieve their health goals.
- To signpost or refer individual clients to a range of health improvement lifestyle intervention, primary and secondary care services and voluntary and community support.
- To deliver Mini Healthchecks with 1:1 clients and groups as an engagement tool in line with locally agreed standardised quality assured protocols and practice.
- To apply solution focused problem solving to deal with the wider determinants of health and lifestyle issues including healthy eating, physical activity, smoking and alcohol.
- To work with the team and partners to apply asset based community development techniques and undertake research to support access to appropriate services.
- To demonstrate innovative and creative practice to engage with vulnerable/disadvantaged groups and utilise support from the volunteers in engaging with communities
- To promote the micro grant programme assisting with form completion and setting up of local grant panels.
- To be responsible for data management of clients including inputting information onto databases and creating reports.
- To work flexibly as part of the team and to provide cover for colleagues as required maintaining appropriate staffing levels across the wider programme.
- There is a requirement to work flexibly including some weekends and evenings depending on service need.
- To audit and maintain resources, stock and equipment levels.
- To contribute to knowledge sharing and learning before, during and after projects, and to the development of a culture that helps colleagues become confident in using the appropriate technology and develop skills.
- To undertake any training and development deemed appropriate by your line manager.

Job Description



- To promote activities, including managing events and publicity campaigns.

This is not an exhaustive list of duties and responsibilities and the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with their line manager.

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/Deputy Chief Executive.



	Essential	Desirable	Assessed at Interview (I) / Application (A)
Qualifications			
NVQ Level 4 / Higher National Certificates (HNC) or 2yrs equivalent experience	✓		A
Able to demonstrate substantial overall topic based training covering a range of wellbeing and lifestyle disciplines, including mental wellbeing	✓		A
Adult training qualification e.g. CTTLS or equivalent experience.		✓	A
RSPH Level 2 Understanding Health Improvement		✓	A
Level 2 Mental Health Awareness qualification		✓	A
Health Trainer qualification (City and Guilds Level 3) with core competencies completed		✓	A
Level 2 SCIP Training		✓	A
First Aid Qualification		✓	A
Skills and Knowledge			
A substantial understanding of the factors affecting both physical and mental and wellbeing	✓		I
A substantial understanding of the challenges faced by those with poor health literacy and the ability to support individuals to develop appropriate skills	✓		I
A good understanding of behaviour change models	✓		I
A professional and pleasant manner with the ability to negotiate changes with a wide range of people and at all levels whilst actively promoting the 5 ways to wellbeing	✓		I
A good understanding of Asset Based Community Development Approach and experience of applying the tools	✓		A
Ability to handle sensitive data with confidentiality.	✓		A
Ability to work as an effective ambassador with distinct groups / populations and the ability to evidence your success in reaching the client group and effectively supporting behaviour change	✓		A
Ability to act upon own initiative, respond to changing situations	✓		A
Very good organisational and time management skills.	✓		A
Excellent communication, interpersonal and listening skills	✓		A
Very good, sound IT skills with experience in a range of Office packages	✓		A
Knowledge of community development approaches		✓	A
Good report writing skills, with the ability to collate, analyse and present data clearly and concisely		✓	A



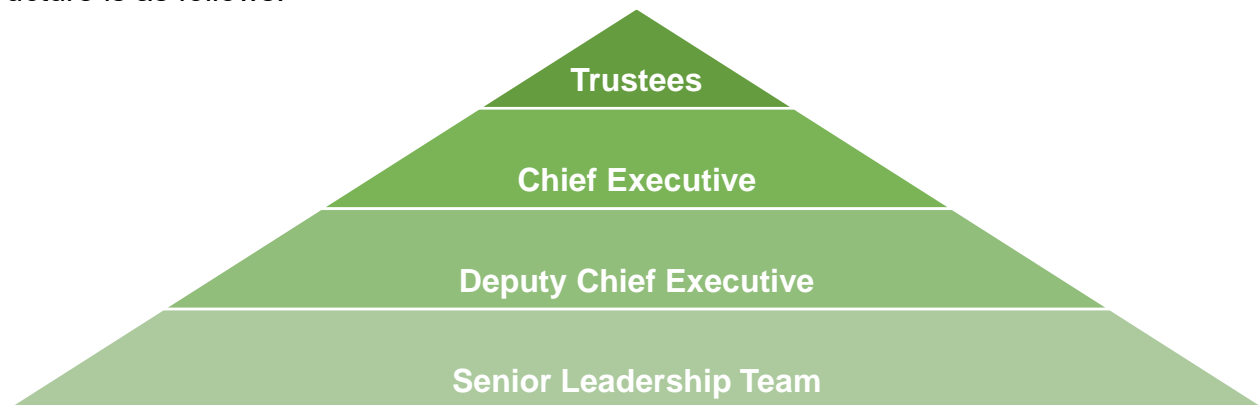
Experience of multi sector working		✓	A
Experience			
Substantial experience of working in the community or voluntary sector	✓		A
Substantial experience of Asset Based Community Development Approach and experience of applying the tools	✓		A
Very good experience of evaluating projects or services, using a range of techniques	✓		A
Very good experience of working within a team	✓		I
Good experience of partnership/collaborative working and of building relationships across a variety of settings	✓		
Experience of working with volunteers and assisting them to develop	✓		A
Experience of delivering health awareness campaigns	✓		A
Experience of line managing staff or volunteers, undertaking supervision and appraisals		✓	A
Other/Personal Qualities			
The ability to regularly travel independently across County Durham within the working day.	✓		A&I
Flexibility and ability to work outside normal hours including evenings and weekends	✓		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

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	Monday 26 th May at midnight
Shortlisting	28 th May
Panel Interviews	W/C 2 nd 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

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 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!