

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

Healthwatch Stockton-on-Tees Coordinator 37 hours per week

Starting Salary £26,371 per annum

Salary Scale £26,371 - £29,023 per annum

Local Healthwatch have been set up across England to create a strong, independent consumer champion with the aim to:

- Strengthen the collective voice of citizens and communities in influencing local health and social care services to better meet their needs.
- Support people to find the right health and social care services for them by providing appropriate information, advice and signposting.

Healthwatch Stockton-on-Tees works with local people, patients, service users, carers, community groups, organisations, service providers and commissioners to get the best out of local health and social care services. This doesn't just mean improving services today but influencing and shaping services to meet the needs of the local communities tomorrow.

Healthwatch Stockton-on-Tees is steered by a Board of volunteers, commissioned by the Local Authority and accountable to the public. Healthwatch Stockton-on-Tees are the only non-statutory body whose sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak-out on their behalf. The service is managed by Pioneering

Please visit www.pcp.uk.net/vacancies for an Application Pack, or email hr@pcp.uk.net

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



Recruitment Advert



Care Partnership, a leading third-sector charitable organisation aiming to improve health, wellbeing and learning for all.

We are looking to appoint someone skilled in:

- Building positive working relationships with community groups and organisations
- Gathering information to produce timely reports
- Managing and supporting staff and volunteers
- Self-motivated, with the ability to manage and motivate others

If you are passionate about making a difference within health and care, and want to help local people in Stockton-on-Tees we'd love to hear from you.

To book an informal discussion with Natasha Douglas, Project Lead please email natasha.douglas@pcp.uk.net.

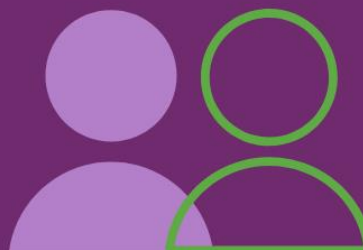
Closing date for applications is: Monday 13th February 2023 at 12.00 midday.

Please visit www.pcp.uk.net/vacancies for an Application Pack, or email hr@pcp.uk.net

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Job Description

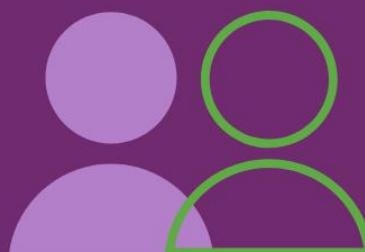


Healthwatch Stockton-on-Tees Co-ordinator.

Responsible to:	Healthwatch Project Lead
Accountable to:	PCP Chief Executive & Board of Trustees
Located:	Catalyst House and Home Working with significant outreach across Stockton.
Starting salary:	Starting Salary £26,371 per annum
Salary scale:	Scale Points 14-17, £26,371 - £29,023 per annum
Hours:	37 hours per week
Term:	Permanent
DBS Status:	Enhanced

Job Purpose

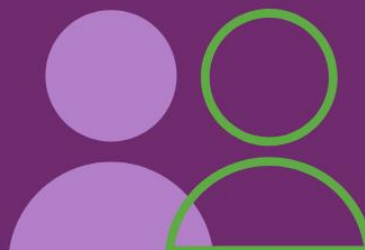
1. To coordinate and support local stakeholder engagement, to capture feedback and intelligence that will inform the Healthwatch Stockton-on-Tees workplan, informing the Healthwatch day-to-day operations and ensuring effective delivery of the Healthwatch Contract
2. To ensure that we exercise an inclusive model of service delivery to enable service users from various backgrounds to be supported to access relevant health and care information.
3. To support effective and robust collaboration with local partners who have an interest in improving health, care and wellbeing in Stockton-on-Tees.
4. To develop and support an effective HWS network with the assistance of the HWS Engagement Officer, including task and finish groups as appropriate and engagement activities in support of HWS
5. To co-ordinate the recruitment, training and involvement of volunteers in the work of HWS
6. To deputise for the HWS Manager as and when required and lead on specific pieces of work in support of the delivery of HWS
7. To liaise with Healthwatch England as required to ensure a collaborative approach to cross cutting priorities.
8. To work with the Project Lead to ensure the Healthwatch Stockton Board are supported to operate as an effective decision making body, providing them with up to date information regarding work plan items, health and care priorities and other local initiatives.



Responsibilities

1. To ensure HWS engages with and builds on existing local networks, minimising duplication and supports the development of new networks / partnerships where gaps are identified, and work with the administration assistant to maximise the use of all relevant social media platforms.
2. Ensuring HWS is as representative as possible of the community in which it operates, identifying gaps where appropriate.
3. Facilitating consultation, engagement and co-production with local health and social care commissioners and providers, HW members, service users and carers and other stakeholders as appropriate at local level
4. Contributing to effective Healthwatch representation in relevant local partnerships by co-ordinating the collation of local information, intelligence and feedback in a timely manner and presenting to Stakeholders where required.
5. Co-ordinating the recruitment, training and involvement of volunteers in the work of HWS
6. To line manage appropriate staff and volunteers and work with other partners and sub-contractors as required to support HWS Activities.
7. Co-ordinating and facilitating HWS events and activities as required
8. Support the HWS Project Lead and HWS Executive Board with the development, delivery and performance reporting of the HWS work plan
9. Supporting the HWS Manager in meeting the reporting requirements of the Local Authority commissioners
10. Contributing specific skills, training and expertise where required as part of the HWS training plan
11. Contributing to gathering local information to ensure the Information and Signposting function of HWS is up to date
12. Contributing to the collection of minimum agreed data across HWS through agreed administrative systems

Job Description



13. Contributing to effective team working with colleagues and / or volunteers in line with PCP policies, procedures and performance standards
14. To operate within the policies and procedures of PCP
15. To undertake any training and development deemed appropriate
16. To monitor and maintain Health and Safety and security within the workplace
17. To undertake any other such duties which are deemed appropriate by Line Manager

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)
Knowledge & Qualification			
Relevant vocational qualification to Level 4 or equivalent (Health and Social Care)	✓		A
Knowledge of Equality & Diversity agenda / legislation / Equality Act Oct 2010		✓	A
Experience			
Building positive working relationships with statutory third sector organisations	✓		A & I
Building positive working relationships with community groups and organisations	✓		A & I
Managing and supporting staff	✓		A & I
Collecting qualitative and quantitative data to support effective project delivery at local level and ensuring appropriate measures for monitoring and evaluating are in place	✓		A & I
Coordinating activity, production of reports and communications, which promote public participation and involvement at local level	✓		A & I
Skills & Competencies			
Leadership and organisational skills	✓		A & I
Excellent interpersonal skills	✓		A
Strong facilitation skills, able to work with a wide range of communities, and build confidence, trust and alliances	✓		A & I
Self-motivated, with the ability to manage and motivate others	✓		A & I
Ability to manage conflict and challenges within groups	✓		A & I
Report writing skills	✓		A & I
Personal Qualities			
Independently mobile	✓		A
Flexibility and ability to work outside normal hours when required		✓	I
Team working	✓		A & I
Commitment to continuing professional development of self and others	✓		I

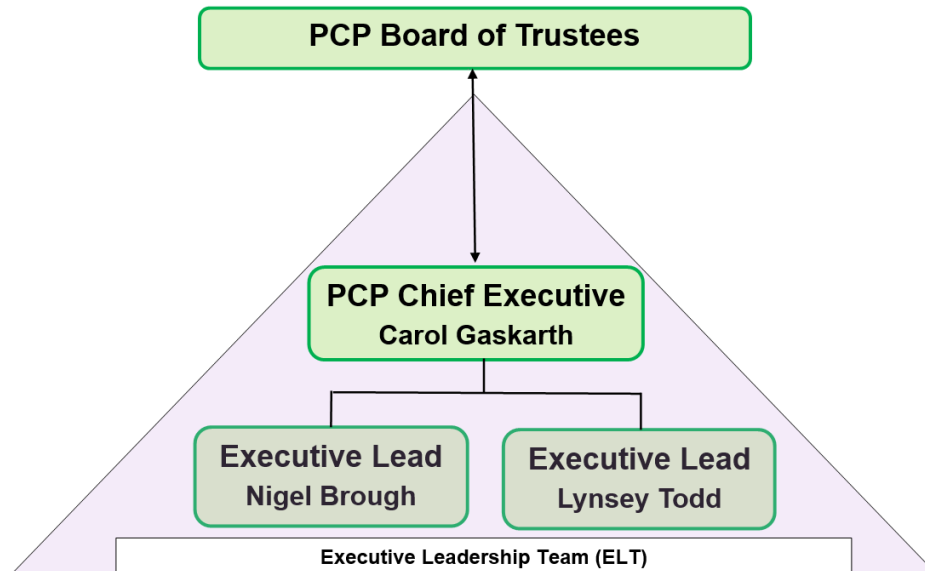
In expectational circumstances applications may be considered if you don't meet the full essential criteria, however you will need to demonstrate how you will acquire the necessary qualifications or skills within 6 months. If you are unsure whether to apply, please contact HR.



Structure

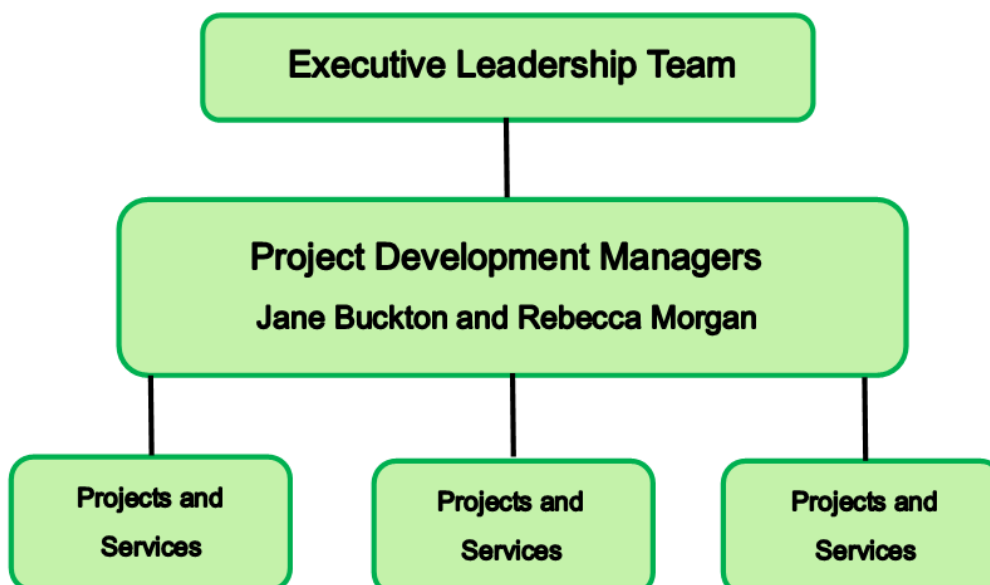


PCP's Board of Trustees provide governance support and the leadership structure is as follows:



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. 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).

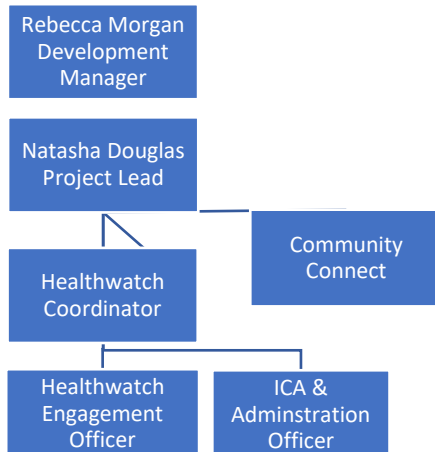
ELT is assisted by Senior Management Team colleagues, who are responsible for organisational delivery and operational development:



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

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	13 th February 2023 at midday
Shortlisting	13 th February 2023
Panel Interviews	W/C 20 th February 2023

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, 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