

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.



Health and Wellbeing Community Engagement Officer (Stockton) X2 30 hours per week

Starting Salary £26,532 pro rata

Salary Scale Band 5. Point 9-11 £26,532 - £28,343 pro-rata

Pro rata salary amount £21,512.43

Do you have a passion for improving health and wellbeing and learning for all in communities?

We're looking for someone who is enthusiastic and proactive to lead, manage, and deliver projects that make a real difference.

About the Role

As part of our team, you'll:

- Lead and manage health and wellbeing initiatives across diverse communities.
- Build strong partnerships with residents, voluntary organisations, and commissioners.
- Use data and evidence to design projects that deliver sustainable impact.
- Monitor and evaluate outcomes to demonstrate real change.
- Identify new opportunities to support ongoing community development.
- Work with subject matter experts to commission and deliver services.

About You

We're looking for someone who:

- Has proven **project management experience**.
- Can communicate confidently with communities and partners.
- Uses **evidence-based approaches** to shape delivery.
- Is skilled at spotting opportunities for innovation and funding.
- Thrives in a collaborative, fast-moving environment.

Why Join Us?

This is an exciting opportunity to be at the heart of community health and wellbeing, working on projects that create lasting, positive change. You'll join a supportive team where your ideas and initiative are valued.

To book an informal discussion with Lea Richardson, Stockton Project Lead please email lea.richardson@pcp.uk.net

Closing date for applications is: Sunday 12th October at midnight.

Job Description



Health & Wellbeing Community Engagement Officer

| | |
|-------------------------|---|
| Responsible to: | Project Lead |
| Accountable to: | PCP Chief Executive & Board of Trustees |
| Located: | Blended: 3 days office and 1 day home working |
| Starting Salary: | £26,532 per annum pro rata |
| Hours: | 30 hours per week – 4 days per week |
| Banding Scale: | Band 5. Point 9-11 £26,532 - £28,343 pro rata |
| Term: | Fixed term for 12 months (extensions will be funding dependent) |
| DBS Status: | Basic |

Job Purpose

The Health and Wellbeing Community Engagement Officer will lead, coordinate, and support a range of community-based health and wellbeing initiatives. The post holder will act as a bridge between the community, local organisations, commissioners, and service providers to ensure effective, evidence-based delivery that results in measurable, sustainable improvements to health and wellbeing.

They will manage projects across multiple community settings, identify opportunities for new initiatives and funding, and work with subject matter experts to procure and deliver high-quality services.

Key Responsibilities

Community Engagement & Partnership Working

- Build strong, trusted relationships with community members, voluntary sector partners, health providers, and commissioners.
- Act as a key point of contact between the community and external organisations.
- Facilitate co-production of initiatives, ensuring the voices of diverse communities are heard and influence service delivery.
- Promote health and wellbeing initiatives to encourage inclusive participation.

Project Management & Delivery

- Plan, deliver, and oversee multiple health and wellbeing projects within the community.
- Ensure all projects are delivered on time, within budget, and to a high standard.
- Work with subject matter experts to design, procure, and deliver targeted services.
- Spot opportunities for cross-cutting initiatives and innovation.

Evidence-Based Practice & Impact

- Use data, research, and community insight to inform project design and delivery.
- Monitor, measure, and evaluate the impact of initiatives against agreed outcomes.

Job Description



- Report on progress, successes, and areas for development to commissioners and stakeholders.
- Ensure all delivery is sustainable and supports long-term community change.

Funding & Development

- Identify funding opportunities to senior managers to sustain and expand initiatives.
- Assist senior management with preparing funding applications, bids, and proposals in partnership with relevant stakeholders.
- Ensure compliance with funding and commissioning requirements.

General

- To uphold PCP's Core Values at all times.
- To comply with PCP's policy & procedures, including safeguarding (adults and children) and other compliance procedures.
- To assist marketing and engagement work and use creative techniques to gather views from the communities we support.
- To actively take responsibility for your own Health & Safety and ensuring procedures are adhered to.
- To collate appropriate monitoring and evaluation information to support the achievement of agreed targets and outcomes within the project or service.
- To carry out all responsibilities in line with the organisation's Equality & Diversity Policy.
- To recruit, support, train and motivate volunteers as required.
- To undertake any training and development deemed appropriate.
- To undertake any such duties required by your Senior Manager or PCP Chief Executive.

Date: August 2025



| | Essential | Desirable | Assessed at Interview (I) / Application (A) Test (T) |
|--|-----------|-----------|--|
| Qualifications | | | |
| Project Management | ✓ | | A/I/T |
| Data analysis | | ✓ | A/I |
| Commitment to continuous professional development | ✓ | | A |
| Skills and Competencies | | | |
| Proven project management experience, ideally in community health, wellbeing, or related fields | ✓ | | A/I |
| Strong communication and engagement skills, able to work effectively with diverse communities and stakeholders | ✓ | | A/I/T |
| Ability to manage multiple projects and priorities | ✓ | | A/I |
| Building partnership and stakeholder management | ✓ | | A/I |
| Knowledge and application of evidence-based practice in service delivery | ✓ | | I/T |
| Comfortable working with multiple data systems | ✓ | | A/I |
| Excellent verbal and written communication and presentation skills | ✓ | | I/T |
| Action orientated approach to achieving targets | ✓ | | A/I/T |
| Experience | | | |
| Knowledge of public health systems and wellbeing frameworks | ✓ | | A/I |
| Experience working in or with voluntary and community sector organisations | ✓ | | A/I |
| Understanding of commissioning and procurement processes | | ✓ | A |
| Experience of working proactively and successfully with partner organisations | ✓ | | I/T |
| Experience of monitoring, evaluation, and impact reporting | ✓ | | A/I |
| Ability to identify funding opportunities | | ✓ | I |
| Demonstrate the ability to work across multiple projects of scalable size | ✓ | | A/I |



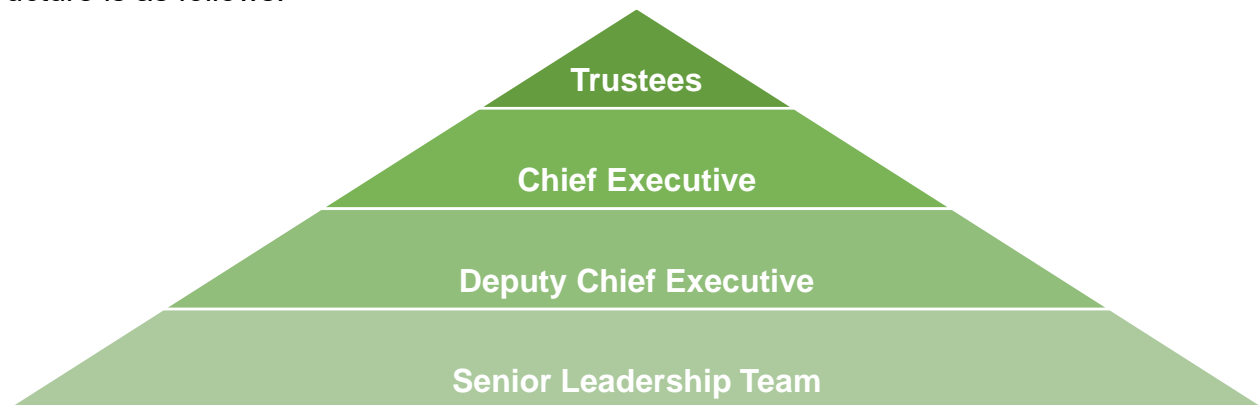
| Key Attributes | | | |
|--|---|---|-------|
| Proactive and innovative, with the ability to spot opportunities and drive new initiatives | ✓ | | I/T |
| Collaborative, with a commitment to co-production and community empowerment | ✓ | | A/I/T |
| Outcome-focused, with a strong commitment to sustainable impact | ✓ | | A/I |
| Flexible and adaptable to changing community needs and priorities | ✓ | | A/I/T |
| Knowledge and understanding | | | |
| Good knowledge of the Tees Valley and local communities | ✓ | | A |
| Demonstrate the ability to successful work with communities and building networks | ✓ | | A/I |
| Ability to identify community/ local needs to influence the development of projects and services | ✓ | | A/I/T |
| Experience of working within the health/ wellbeing sector, charity or similar environment | | ✓ | A |
| Delivering projects or services within tight budgetary constraints | ✓ | | I |
| A clear understanding and appreciation PCP's mission, aim and values | ✓ | | I |
| Other/Personal Qualities | | | |
| Creative problem solver and solution based thinker | ✓ | | I/T |
| Good attention to detail | | | T |
| Ability to manage own workload and work autonomously | ✓ | | A |
| Personal resilience, the ability to work well under pressure | ✓ | | I/T |
| Strong planning and time management skills | ✓ | | T |
| Flexible and positive attitude to working in a team | ✓ | | A/I |
| Access to own transport | | ✓ | 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 | Sunday 12 th October at midnight |
| Shortlisting | Tuesday 14 th October |
| Panel Interviews | Friday 24 th 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 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.

Application Process and Timetable



Probationary period

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

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 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!