

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.



Community Connect Project Lead

37 hours per week

Starting Salary £35,928 per annum

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

Pioneering Care Partnership (PCP) are working in partnership with Greenwich Leisure Ltd. (GLL) to support the provision of leisure services across Gateshead. GLL is a charitable social enterprise and a workers' cooperative and is recognised as the UK's largest leisure and cultural trust. Under their customer-facing brand Better, they operate over 240 leisure centres, 120 libraries, and 15 children's centres in partnership with over 60 local councils, public agencies and sporting organisations.

They have recently acquired Gateshead Stadium, Heworth Leisure Centre, Blaydon Leisure & Primary Care Centre and Dunston Leisure Centre and will be managing those buildings and associated services on behalf of Gateshead Council.

The post of Community Connect Project Lead will provide a clear link from GLL to the communities of Gateshead and support the Health and Wellbeing Strategy of Gateshead Council. The post holder will be the appointed strategic lead for this project and be accountable for all outcomes within the developing Action Plan.

You will take an asset-based community development approach and integrate with communities to enable a closer connection to GLL facilities and services, specifically Healthwise, where the focus will be on increasing more movement through exercise and physical activity. This means you will listen to communities and work with them to influence services and provision, contributing to reducing health inequalities across the city.

To drive the delivery of the service you will be responsible for the further development of an action plan, key performance indicators and produce

Recruitment Advert



timely reports that highlight the progress of the project. Excellent communication skills and local knowledge and a genuine passion for community development are essential in order to engage and work with members of the community, public and key stakeholders.

We are looking to appoint someone skilled in:

- Asset based community development work
- Measuring community impact, particularly for inactive populations including older adults and those with disabilities
- Providing timely, accurate and well written quarterly progress reports and sound financial acumen
- Establishing partnerships with local authorities, healthcare providers, and community organisations
- Supporting the development and implementation of targeted community sports and physical activity programmes

If you are passionate about sport and physical activity and want to help local people in accessing first class facilities and services we'd love to hear from you.

To book an informal discussion with Bobby Hewitson, Project Development Manager please email bobby.hewitson@pcp.uk.net.

Closing date for applications is: Sunday, 27th July 2025 at midnight.

Job Description



Community Connect Project Lead

| | |
|-------------------------|---|
| Responsible to: | Project Development Manager |
| Accountable to: | PCP Chief Executive & Board of Trustees |
| Located: | Gateshead with significant outreach. |
| Starting salary: | Starting Salary £35,928 per annum |
| Salary scale: | Scale Points 18-20, £35,928 - £38,169 per annum |
| Hours: | 37 hours per week |
| Term: | Permanent |
| DBS Status: | Enhanced |

Background

Pioneering Care Partnership (PCP) www.pcp.uk.net is working in partnership with Greenwich Leisure Limited (GLL) www.gll.org to support the development of health and leisure services, initially across Gateshead, but this may expand into other areas.

The Community Connect Project Lead will provide a clear link between PCP, GLL and the communities of Gateshead ultimately supporting the Health and Wellbeing Strategy of Gateshead Council. The post holder will be the appointed lead for this project and be accountable for co-producing an ambitious yet achievable Action Plan; aiming to improve access to physical activity and wellbeing activities, whilst also driving footfall into established local provision.

The post holder will be responsible for increasing community engagement, improving access to physical activities and wellbeing initiatives, and fostering collaboration between key stakeholders.

A part of this new role the Community Connect Project Lead will need to work effectively with PCP and GLL adhering to relevant policies and procedures and take a multi-agency approach to building relationship with teams in both organisations. The post holder must be comfortable working at different levels, and be motivated and skilled in both strategic and operational tasks.

Key Role

1. To effectively and efficiently develop, deliver and sustain PCP projects and services, specifically in the Gateshead area which are aimed at reducing health inequalities and encouraging community coherence and resilience.
2. To develop a comprehensive Action Plan and drive the delivery of the service ensuring key performance indicators and produce timely reports that highlight the progress of work across Gateshead.

Job Description



3. To support the growth and development of projects in Gateshead and surrounding areas. This includes:
 - Adopting an asset-based community development (ABCD) approach to co-designing projects, services and activities.
 - Bid writing/development; seeking and securing additional funding for projects/services
 - Mobilising new activities in line with funder and PCP or partner requirements
 - Collaborating with a range of stakeholders, statutory, VCSE and other relevant parties.
4. Developing appropriate partnerships, avoiding duplication to meet community needs.
5. Successfully line managing and coaching/mentoring others, staff and volunteers, as appropriate.

Job Description

1. To develop and maintain effective links with commissioners, partners, and related organisations, to further enhance the work of PCP and GLL in Gateshead.
2. In partnership with GLL produce and deliver a comprehensive Action Plan, initially for Gateshead to ensure the delivery of measurable community impact, particularly for inactive populations, older adults, individuals with disabilities, and low-income groups
3. To work with community groups to identify the barriers and address their needs and abilities with a view to providing access to providing access to providing access to GLL facilities and services. Ensuring that the projects meet the needs of the residents/beneficiaries through applying asset-based community development, drawing on existing community strengths.
4. To integrate with communities to enable a closer connection to GLL facilities and services, specifically Healthwise, where the focus will be on increasing more movement through exercise and physical activity.
5. Contribute to the established Connected Voice network and establish robust and effective relationships across the communities of Tyneside, including statutory and VCSE organisations, which support the public health priorities of the local authority.
6. To support community visibility while actively engaging with local ward councilors, increasing awareness of PCP and GLLs work.

Job Description



7. To develop systems and processes to capture relevant information, data and case studies, ensuring adherence to GDPR and other requirements.
8. To ensure the achievement of performance targets and milestones are in conjunction with partner (GLL), commissioner, funder and PCP expectations
9. To complete all necessary reporting requirements, both internally and externally, to a high standard, demonstrating Impact, Outputs and Outcomes.
10. To oversee and work within a limited budget, maximising income and impact.
11. To ensure continuous improvement and develop projects in line with best practice, quality standards and local opportunities.
12. Where relevant, to enable and empowering teams to ensure performance targets are met and progress reported to relevant funders/commissioners in a timely manner.
13. To conduct research, gather intelligence and respond to any trends or gaps identified.
14. To ensure effective data recording and management systems are in place and always adhered to.
15. To contribute to the planning, development, management and sustainability of projects in conjunction with the Project Development Manager.
16. To work with the various contacts within PCP and GLL to ensure that the project has an appropriate communications strategy and maximise PR and marketing opportunities
17. To be an ambassador for PCP and represent the organisation at a number of different forums and events.

General

1. To effectively demonstrate and carry out this line management role in line with PCP's Core Values at all times.
2. To provide line management and coaching support to employees, adhering to PCP's policies and procedures.
3. To comply with PCP's policy & procedures, including safeguarding (adults and children) and other compliance procedures.
4. To assist marketing and engagement work and use creative techniques to gather views from the communities we support.

Job Description



5. To actively take responsibility for your own Health & Safety and ensuring procedures are adhered to.
6. To collate appropriate monitoring and evaluation information to support the achievement of agreed targets and outcomes within the project or service.
7. To carry out all responsibilities in line with the organisation's Equality & Diversity Policy.
8. To recruit, support, train and motivate volunteers as required.
9. To undertake any training and development deemed appropriate.
10. 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 | | | |
| 5 GCSEs at grade C/4 or above including Maths and English | ✓ | | A |
| NVQ Level 4 or equivalent qualification in a relevant discipline | ✓ | | A |
| Honours degree in relevant discipline | ✓ | | A |
| Level 3/Advanced IT qualifications | | ✓ | A |
| Commitment to continuous professional development | ✓ | | A |
| Skills and Competencies | | | |
| Excellent IT Skills, proficient in Microsoft 365 | ✓ | | A & I |
| Strong verbal and written communication/interpersonal skills with the ability to communicate in a professional manner with a variety of audiences at all times | ✓ | | A & I |
| Action orientated and methodical approach to achieving targets and deadlines | ✓ | | A & I |
| Good analytical skills with the ability to interpret complex material or multiple information sources | | ✓ | A & I |
| Meticulous attention to detail and proven ability to consistently follow and apply procedures | ✓ | | A & I |
| Proficient in the use of Customer Relationship Management (CRM) systems and accurately inputting data | ✓ | | A & I |
| Collaborative team working skills and evidence of successfully operating in community settings | ✓ | | A & I |
| Competent in managing a range of priorities and demands within a set timeframe | ✓ | | A & I |
| Experience | | | |
| At least 2 years' experience of working in a fast-paced community focused environment providing efficient and effective project leadership | ✓ | | A & I |
| Experience of gathering intelligence through independent research and evaluation, and of preparing reports for a range of audiences | ✓ | | A & I |
| Experience of marketing, communication, social media and liaising with press contacts | ✓ | | A & I |
| Experience of supporting a wide range of programmes, events and activities in the community | ✓ | | A & I |
| Experience of working in partnership with other organisations, maintaining strong communication links with commissioners, community leaders, stakeholders and service users | ✓ | | A & I |

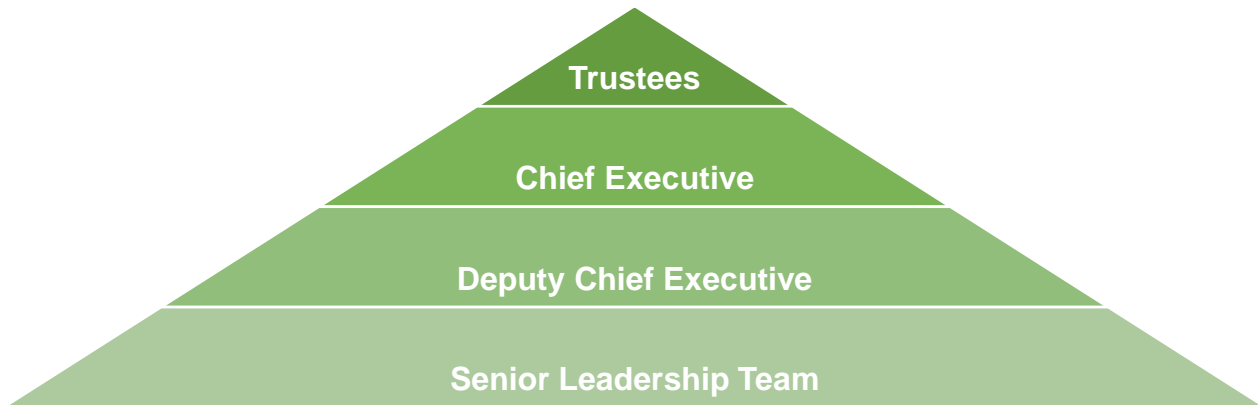


| Knowledge and Understanding | | | |
|---|---|---|-------|
| A clear understanding and appreciation of PCP's mission, aim and core values | ✓ | | A & I |
| A clear understanding and appreciation of GLL's mission, aim and core values | ✓ | | A |
| Knowledge of data protection, information governance and relevant legislation | | ✓ | A & I |
| Knowledge and commitment to equality and diversity best practice | ✓ | | A & I |
| Other/Personal Qualities | | | |
| Fast learner, flexible, with a willingness to work some evenings and weekends, and reliable | ✓ | | A |
| High degree of personal integrity and an ability to maintain confidentiality | ✓ | | A & I |
| Ability to manage own workload and work autonomously with minimal supervision | ✓ | | A |
| Capable of working to tight and often changing timescales with a high capacity for work | ✓ | | A |
| Ability to travel independently across the region | ✓ | | A & 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.



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 27 th July at midnight |
| Shortlisting | W/C 28 th July |
| Panel Interviews | W/C 4 th August |

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



Mindful Employer & Disability Confident

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



Environmental Awareness

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



The Queens Award for Voluntary Service

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



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

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