

# 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](http://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 Squad Advanced Practitioner 37 hours per week

**Starting Salary £26,532 per annum**

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

This is an exciting opportunity to be at the forefront of addressing health inequalities across County Durham. The purpose of the role is work as part of the Health Squad Programme Team in helping shape and deliver the County Durham Health Squad programme. Health Squad is a new health improvement service which has been commissioned to support reductions in Health Inequalities linked to the CORE20Plus5 Plus programme supporting people with multiple and complex health and healthcare needs. The target groups have been identified as people who are homeless, prison leavers /on probation, vulnerable migrants, Gypsy Roma and Traveller communities, people with learning disabilities, people from ethnic minority communities and carers.

We are looking to appoint someone who is:

- Experienced in developing and managing an active caseload and delivering interventions coupled with a knowledge of health and lifestyle issues relating to adults (gained through practical experience and/or a health-related qualification)
- Possess excellent communication and interpersonal skills in order to engage and deliver support for vulnerable populations who are not utilising health care services, with the ability to listen, influence, negotiate and motivate individuals in relation to health-related behaviours.
- Understanding of the wider determinants of health and their impact on communities with a working knowledge of health and lifestyle issues relating to adults (gained through practical experience and/or a health-related qualification)
- Experience of successfully engaging and working with both individuals and groups in the community or voluntary sector.
- Ability to act upon own initiative, respond to changing situations with excellent organizational and time management skills but also a good team player and flexible to meet the demands of the service.

# Recruitment Advert



If you are passionate about addressing health inequalities and want to support people across County Durham we'd love to hear from you.

To book an informal discussion with Alan Hodgson, Health Squad Programme Lead at [alan.hodgson1@nhs.net](mailto:alan.hodgson1@nhs.net)

Closing date for applications is: Sunday 18<sup>th</sup> May 2025 at midnight.

# Job Description



## Health Squad Advanced Practitioner

|                         |   |
|-------------------------|---|
| <b>Responsible to:</b>  | Health Squad Team Co-ordinator  |
| <b>Accountable to:</b>  | PCP Chief Executive & Board of Trustees                                     |
| <b>Located:</b>         | Wellbeing Services Hub: Stanley, Easington or Newton Aycliffe / Willington) |
| <b>Starting salary:</b> | Starting Salary £26,532 per annum   |
| <b>Salary scale:</b>    | Scale Points 9-11, £26,532 - £28,343 per annum                              |
| <b>Hours:</b>           | 37 hours per week   |
| <b>Term:</b>            | Permanent   |
| <b>DBS Status:</b>      | Enhanced with Barred Listing  |

### Job Purpose

Health Squad operates across County Durham as part of Adult Wellbeing Services (AWS) to support the navigation of people found to be at risk through both generic and specialist healthcare services depending on their priority needs. The aim of the initiative is to support reductions in Health Inequalities linked to the CORE20Plus5 “Plus” programme supporting people with multiple and complex health and healthcare needs. The target groups have been identified as people who are homeless, prison leavers / on probation, vulnerable migrants, gypsy roma and traveller communities, people with learning disabilities, people from ethnic minority communities and carers.

The role will be at the forefront of addressing health inequalities across County Durham working in partnership with a variety of other key teams will be vital to the success of the programme.

The purpose of the role is to work as part of the Health Squad Team helping to shape and deliver the County Durham Health Squad project. The post holder will develop and manage an active caseload and deliver interventions, including health checks, with clients.

The post holder will use a population health management approach to ensure targeted and prioritised support protecting the most vulnerable populations and improving health and wellbeing across County Durham.

The post holder must have excellent communication skills in order to engage and deliver support for vulnerable populations who are not utilising health care services. The post holder must have a willingness to undertake mandatory and role specific training within a specified timescale.

## Job Description

Supporting the Health Squad Project Lead in the development, implementation and delivery of the service, the post holder has lead responsibility in delivering the following key result areas:

### Staff

- There are no line management responsibilities aligned to this post, however the Advanced Practitioner may take on the supervisor of volunteers as the programme develops.

### Caseload

- Develop and manage a caseload of clients from the targeted vulnerable population groups to optimise their health and wellbeing.
- Use a personalised approach to care to support clients to seek and undertake appropriate support.
- Work with individuals providing support (digital, face to face, group or location based) through behaviour and lifestyle change, by developing step change personalised action plans and referring and supporting to relevant specialist services.
- Engage with clients and offering them support and brief intervention advice and offering physical health checks, including, finger prick sampling, blood pressure readings, body measurements, and undertaking mental wellbeing assessment tools.
- 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.
- Plan, deliver and evaluate a range of interactive health and wellbeing activities.
- Be responsible for data management of clients, within the caseload, including inputting information onto databases and creating limited reports.
- Signpost or refer individual clients to a range of health improvement lifestyle interventions, primary and secondary care services and/or voluntary and community support.

### Partners

- Work with the wider Adult Wellbeing Services and partners to apply asset based community development techniques and undertake research to support access to appropriate services.
- Support the work with partners and existing groups to develop the referral pathways for support.
- Work in partnership with clinical specialists to offer a multimodal and integrated programme that avoids clients being passed between services.
- Apply solution focused problem solving to address the wider determinants of health and lifestyle issues including weight management, smoking, alcohol and mental wellbeing.

### Marketing and Monitoring

- Carry out activity evaluation in line with the project plan and learning from best practice.



# Job Description



- Collate and present verbal and written reports as required.
- 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 contribute to our Adult Wellbeing Services digital presence, including providing content for the Adult Wellbeing Services Website, Facebook, Twitter and other platforms to promote the service and connect with County Durham residents.

## Other

- Work flexibly as part of the team and to provide cover for colleagues as required whilst maintaining appropriate staffing levels.
- There will be a requirement to work flexibly including some weekends and evenings depending on service need.
- Ensure the service operates effectively and efficiently.
- Audit and maintain resources, stock and equipment levels.
- Undertake training and development deemed appropriate by your line manager.

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.

## Operational hours

This role is required to work some evening work and occasional weekends to meet the service needs.

## 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.

# Job Description



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) |
|---|-----------|-----------|---|
| <b>Qualifications</b>   |           |           |   |
| Relevant qualification in health, NVQ Level 4 / Higher National Certificates (HNC) or 2yrs equivalent experience.   | ✓         |           | A & I                                       |
| Level 3 brief intervention, Nutrition and Weight Management / or equivalent   | ✓         |           | A & I                                       |
| Good overall topic based training covering a range of wellbeing disciplines   | ✓         |           | A & I                                       |
| Health Trainer qualification (City and Guilds Level 3) with core competencies completed   |           | ✓         | A & I                                       |
| Level 2 qualification in mental health  |           | ✓         | A & I                                       |
| First Aid Qualification   |           | ✓         | A & I                                       |
| Health Check Training (within 3 months of appointment)  |           | ✓         | A & I                                       |
| <b>Experience</b>   |           |           |   |
| Experience of working in the community or voluntary sector  | ✓         |           | A & I                                       |
| Experience of successfully engaging and working with both individuals and groups  | ✓         |           | A & I                                       |
| Experience of evaluating projects using a range of techniques   | ✓         |           | A & I                                       |
| Experience of effective team working, with the ability to use own initiative  | ✓         |           | A & I                                       |
| Experience of delivering health awareness campaigns.  | ✓         |           | A & I                                       |
| Experience of supporting people and their families in a related role (including unpaid)   | ✓         |           | A & I                                       |
| Some experience of partnership/collaborative/multi sector working and of building relationships across a variety of settings  | ✓         |           | A & I                                       |
| <b>Skills &amp; Competencies</b>  |           |           |   |
| Knowledge of health and lifestyle issues relating to adults (gained through practical experience and/or a health-related qualification)                             | ✓         |           | A & I                                       |
| Understanding of the wider determinants of health and their impact on communities   | ✓         |           | A & I                                       |
| Excellent communication and interpersonal skills with the ability to listen, influence, negotiate and motivate individuals in relation to health related behaviours | ✓         |           | A & I                                       |
| A working knowledge of supporting clients with long term health conditions  | ✓         |           | A & I                                       |
| A good understanding of Asset Based Community Development Approach and experience of applying the tools.  | ✓         |           | A & I                                       |



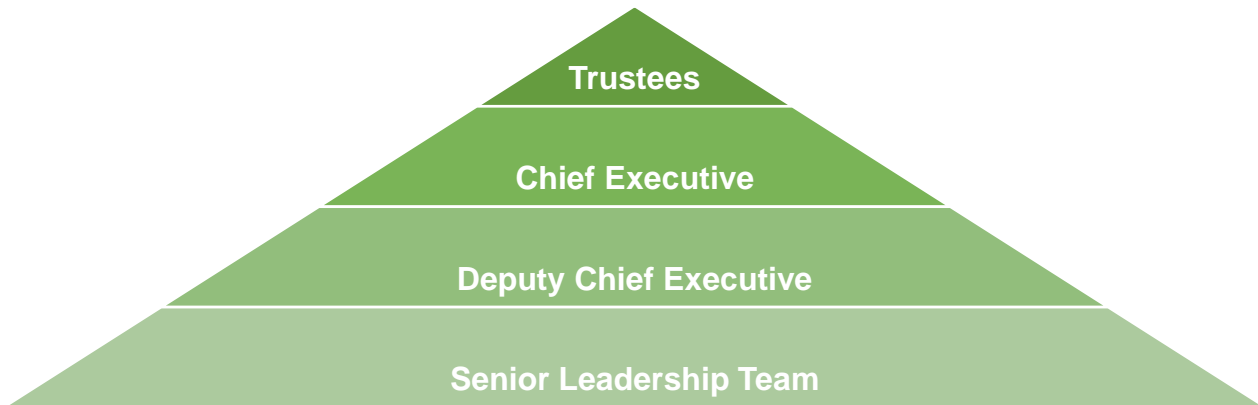
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|---|---|---|-------|
| An ability to foster behaviour change and motivate individuals in relation to health-related behaviours   | ✓ |   | A & I |
| Ability to act upon own initiative, respond to changing situations with excellent organizational and time management skills   | ✓ |   | A & I |
| A professional, 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 | ✓ |   | A & I |
| Ability to handle sensitive data, conforming to all GDPR requirements   | ✓ |   | A & I |
| Good IT skills with experience in a range of Microsoft Office packages  | ✓ |   | A & I |
| Knowledge of community development approaches, the local area and VSCE in the County  |   | ✓ | A & I |
| Ability to collate information and prepare reports  |   | ✓ | A & I |
| <b>Other/Personal Qualities</b>   |   |   |       |
| The ability to regularly travel independently across County Durham within the working day   | ✓ |   | A & I |
| Flexibility including occasional evening or weekend work.   | ✓ |   | 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](mailto:hr@pcp.uk.net)

Please see important key dates below. PCP will endeavour to stick to these dates but sometimes may need to reschedule or extend. If any change, we will let you know.

| Recruitment Stages            | Date   |
|-------------------------------|--|
| Closing Date for Applications | Sunday 18 <sup>th</sup> May 2025 at midnight |
| Shortlisting                  | w/c 19 <sup>th</sup> May 2025                |
| Panel Interviews              | w/c 26 <sup>th</sup> May 2025                |

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](mailto: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!**