

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

Wellbeing for Life Administrator 37 hours per week

Starting Salary £19,526 per annum pro-rata
Salary Scale £19,526 - £20,295 per annum pro-rata

Wellbeing for Life is a service commissioned by Durham County Council and delivered by County Durham and Darlington NHS Foundation Trust and Pioneering Care Partnership (PCP) which aims to empower people to and support them improve their wellbeing in areas such as:

- Eating healthier / lose weight / gain weight
- Being more active
- Stop Smoking
- Improving mental wellbeing
- Educate you in alcohol and drug awareness
- Access services in your local community

We are looking to appoint someone skilled in:

- General administrative duties in support of a public facing team
- Handling telephone queries from members of the public
- Excellent IT skills
- Excellent communication skills
- Recording of data and management of databases

If you are passionate about wellbeing and want to help local people improve their lives we'd love to hear from you.

To book an informal discussion with Bill Oxbrough, Strategic Manager, Wellbeing For Life please email bill.oxbrough@pcp.uk.net.

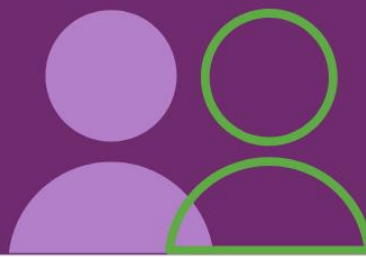
Closing date for applications is: Monday 22nd August 2022 at noon

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



Job Description



Wellbeing for Life Administrator

Responsible to:	Wellbeing for Life Project Lead
Accountable to:	PCP Chief Executive & Board of Trustees
Located:	The Greenhouse, Annfield Plain, Stanley
Starting salary:	Starting Salary £19,526 per annum pro-rata
Salary scale:	Scale Points 3 -5 £19,526 - £20,295 per annum pro-rata
Hours:	37 hours per week
Term:	Permanent/Fixed until 31 March 2023
DBS Status:	No DBS required for role

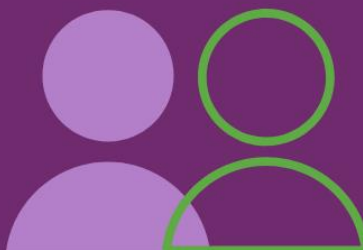
Job Purpose

1. To act as an integrated member of the Wellbeing for Life team, demonstrating a flexible approach to working across County Durham to ensure the administrative needs of the Wellbeing for Life Service are met.
2. To provide a general administrative service across a range of duties to team members ensuring that timely, accurate work is produced.
3. To deal sensitively and appropriately with members of the public/users of the Wellbeing for Life service and others.

Job Description

1. To deal with internal and external telephone enquiries and visitors, using discretion and initiative. Ensure any messages are prioritised and delivered to correct recipient in a timely manner.
2. To provide a high-quality administrative service, producing correspondence, reports and other documents as required, including work of a confidential/sensitive nature.
3. Meet and greet visitors and service users in a professional manner using discretion and initiative to ensure the visitor/clients receives the assistance they require.
4. Inputting information to online systems (DCRS, HITs and service specific systems).
5. Contacting clients and third parties to process client referrals. Including identifying client requirements and ensuring that these are met.
6. Making appointments for clients and liaise with delivery staff regarding referrals.
7. Providing an electronic data input service ensuring information is inputted accurately and in line with data protection regulations.
8. Developing and maintaining filing systems, both manual and computerised, ensuring efficient collation, storage and retrieval of information.
9. Collating material and information for various meetings, ensuring papers are provided and distributed on time and appropriately.
10. Maintaining electronic appointment diaries, schedule appointments and co-ordinate meetings.
11. Organising venues, refreshments, equipment and assorted materials for events and meetings.
12. To develop a range of posters, leaflets, flyers and social media posts in line with brand guidelines.

Job Description



13. Carrying out other administrative tasks as required, including photocopying, collation, binding and sending and receiving correspondence.
14. Ordering equipment and resources as required using appropriate ordering systems.
15. Liaising with staff from NHS organisations, the statutory sector, voluntary and independent sectors to maintain close working relationships with all regular contacts.
16. Demonstrating a professional image at all times ensuring confidentiality, tact and diplomacy.
17. Understand the priorities and needs of the Wellbeing for Life service and provide any necessary support to ensure that all deadlines required are met.

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 and Diversity Policy.
7. To recruit, support, train and motivate volunteers as required.
8. To undertake any training and development deemed appropriate.
9. To undertake any such duties required by your Senior Manager or PCP Senior Manager.



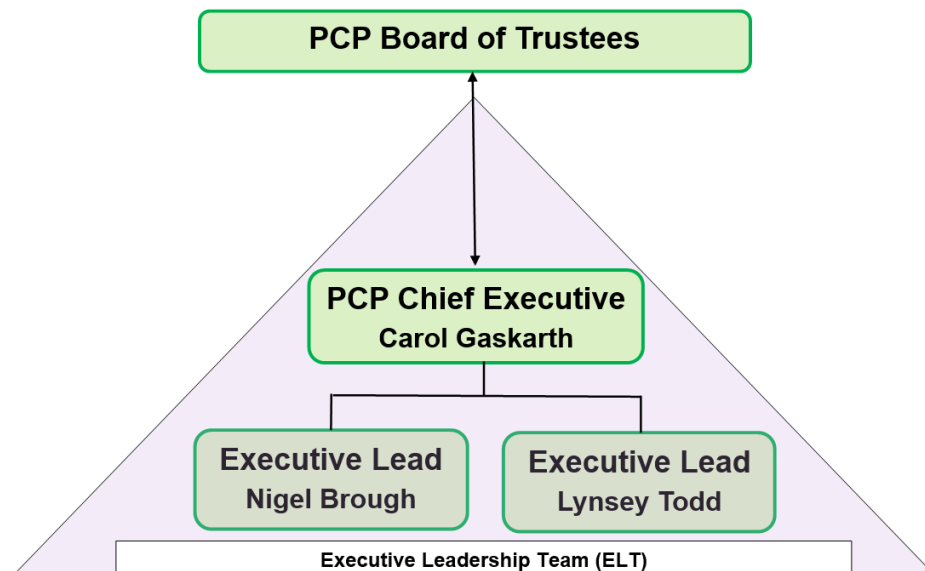
	Essential	Desirable	Assessed at Interview (I) / Application (A)
Qualifications and Experience			
NVQ level 3 in Business Administration or equivalent	✓		A
Level 2 IT Qualification or equivalent		✓	A
A sound basic education and commitment to further training	✓		A
Skills and Competencies			
Excellent organisational and time management skills	✓		A & I
Excellent IT skills including Microsoft Office	✓		A & I
Strong verbal, written and interpersonal communication skills	✓		A & I
An ability to maintain confidentiality	✓		A & I
An ability to work as part of a team	✓		A & I
Self-motivation and an ability to work without direct supervision	✓		I
An ability to prioritise and produce accurate information to meet deadlines	✓		A
Experience			
Experience of administration/office based work	✓		A & I
Experience of dealing effectively with large teams		✓	A & I
Experience of managing a varied workload	✓		A & I
Experience of writing reports and minute taking		✓	A & I
Knowledge and Understanding			
Knowledge of administrative systems	✓		I
Other/Personal Qualities			
Able to communicate in a professional manner	✓		A & I
A reliable, flexible approach	✓		I
Commitment to development and training	✓		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. 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).

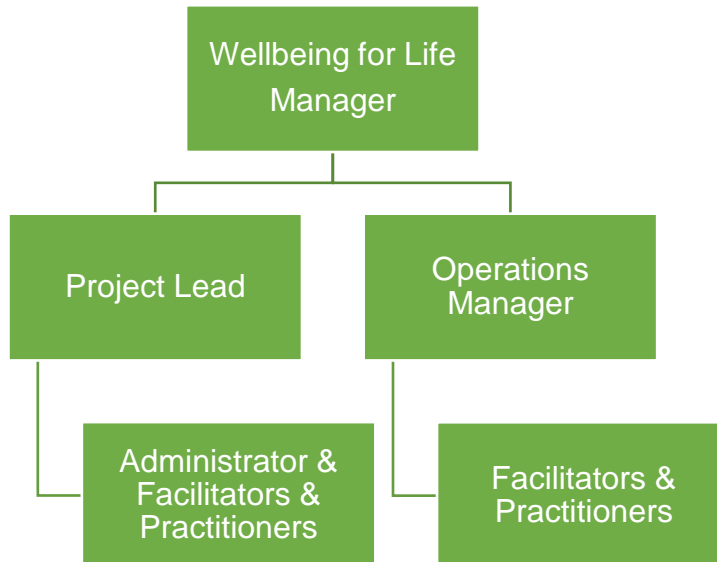
ELT is assisted by Senior Management Team colleagues, who are responsible for organisational delivery and operational development:



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	Monday 22nd August at Noon
Shortlisting	W/C 22 nd August
Panel Interviews	2 nd September 2022

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 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 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