

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.



Volunteer Officer

37 hours per week

Starting Salary £26,532 per annum

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

Adult Wellbeing Services consists of five bespoke services working together to reduce health inequalities and improve health and wellbeing outcomes for people who are residents of or work within County Durham.

These key services include Wellbeing For Life, Joining the Dots, Cancer Awareness, NHS Health Checks and Health Squads.

Adult Wellbeing Service is commissioned by Durham County Council and is a partnership project delivered by Pioneering Care Partnership and County Durham and Darlington NHS Trust.

Working within the Community and Quality team the Community Wellbeing Hub and Volunteer Officer will work closely across Adult Wellbeing Services (AWS) locality teams, to support the development and delivery of a network of community wellbeing hubs, promoting wellbeing and offering volunteer opportunities and pathways.

We are looking to appoint someone with:

- Experience of working or volunteering in the community with an ability to relate to people from different backgrounds.
- Experience of recruitment, managing and supporting volunteers
- Experience of partnership/collaborative working and of building relationships across a variety of settings
- Skills to listen, influence, negotiate and motivate individuals in relation to wellbeing behaviours
- A knowledge of asset based community development
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If you are passionate about health and wellbeing and want to help local people to make positive changes and improve lives, we'd love to hear from you.

To book an informal discussion with Kevin Parke, Quality and Community Co-ordinator, please email kevin.parke@nhs.net

Closing date for applications is: Monday 26th May 2026 at midnight.

Job Description



Volunteer Officer

Responsible to:	Community and Quality Co-Ordinator
Accountable to:	PCP Chief Executive & Board of Trustees
Located:	Various across County Durham
Starting salary:	Starting Salary, Band 5 £26,532 per annum pro-rata
Salary scale:	Scale Points 9-11, £26,532 - £28,343 per annum pro-rata
Hours:	37 hours per week
Term:	Permanent
DBS Status:	Enhanced

Job Purpose

The Adult Wellbeing Services (AWS) are delivered by a partnership between County Durham and Darlington NHS Trust (CDDFT) and the Pioneering Care Partnership (PCP) and includes the Wellbeing for Life (WBFL) Service. WBFL is a commissioned service in County Durham based on the principle of ***Your Wellbeing, your way***. Based on the model of behaviour change, the team encourages people living and working across County Durham to take small steps to better health in a way tailored to suit them.

Working within the Community and Quality team the Volunteer Officer will work closely across Adult Wellbeing Services (AWS) locality teams, to increase volunteering opportunities across the services, as well as signposting and supporting people into relevant external opportunities to promote health, learning and development outcomes. The Volunteer Officer will also work with the Community Wellbeing Hub Volunteer Officer, in supporting the development and delivery of a network of community wellbeing hubs, promoting wellbeing and offering volunteer opportunities and pathways.

The post holder will carry out promotional work to engage community settings and the wider voluntary and community sector with the AWS offer. They will work with the AWS service teams to develop programme related volunteer opportunities and well supporting signposting to vacancies within Community Wellbeing Hubs and other external VCS partners as appropriate. The post holder will manage the promotion, recruitment and quality checking of programme volunteer opportunities, delivering training and support to volunteers. They will also support the Community Wellbeing Hub Volunteer Officer in the setting up of Wellbeing Hubs in a variety of settings, from community centres, to football clubs and from gyms to schools with the aim of creating a community web of wellbeing across County Durham.

The post holder will support and train the AWS volunteers ensuring that they have the skills, knowledge and confidence to support the delivery of programmes as appropriate

Job Description



and to deliver wellbeing messages in their own communities. The post holder will work closely with the Community Connectors within each Primary Care Network (PCN) area to ensure that they are engaged in the process and therefore able to take on support of the volunteers once they are certified and established.

The post holder will act as an integrated member of a team, demonstrating a flexible approach, to working across the geographical location/patch to ensure the needs of the local community are met.

Excellent communication skills, previous work with the voluntary sector and local knowledge are essential in order to engage and work with members of the public. Willingness to undertake mandatory and role specific training within a specified timescale will also be essential.

Job Description

- To recruit individuals into health and wellbeing related volunteer opportunities, to increase capacity of programmes and support sustainability across communities, whilst also supporting health and wellbeing messages to be rooted in the community.
- To train and support staff and volunteers to become wellbeing champions in the work they do within the community, for example running wellbeing activities and having health and wellbeing promotional messages at the heart of what they do.
- To ensure that each volunteer is treated with respect and dignity and has an individual action plan, and regular supervision and monitoring and encouraging progress and training
- Manage and monitor the quality standards, policies and processes in place to ensure the retention of the Volunteer Kite mark status.
- To apply solution focussed problem solving to further develop, maintain and monitor the Volunteer and Community Wellbeing Hub data base and DCRS input to ensure details are logged and collated.
- With support, to lead the continuous improvement of the volunteer offer ensuring that systems are fit for purpose and policies and procedures are adhered to.
- To support the Community Wellbeing Volunteer Officer in generating an active range of geographically spread of Community Wellbeing Hubs by applying asset based community development, engagement and consultation techniques as appropriate.
- To be responsible for data management of volunteers including inputting information onto databases and generating reports.
- To deliver a range of interactive training and workshops for volunteers.

Job Description



- To be responsive in working with Community Connectors and AWS teams to identify suitable volunteer roles to enhance and support programmes.
- To maintain regular contact with the delivery teams to ensure volunteers are being fully and appropriately utilised and are supported in their placement.
- To attend appropriate meetings and taking a lead on promoting the WBFL Community Wellbeing Hub and volunteering offer, including the review of marketing materials and the input into social media campaigns etc.
- To work in collaboration with Community Wellbeing Hub Volunteer Officer, Community Connectors and Wellbeing Practitioners to develop Wellbeing Champions/volunteers' skills and confidence and provide them with any necessary support.
- To support the Community Connectors in the ongoing management of the established Community Wellbeing Hubs within their PCN area.
- To asset map the local areas and signpost volunteers or clients to other relevant volunteering opportunities and/or services.
- To collate and present verbal and written reports as required, but at least on a monthly basis concerning the performance of the volunteer offer.
- To actively work with the lead on marketing to promote the AWS volunteer offer including social media, supporting events and publicity campaigns.
- To work as part of a team to develop a programme of health related activities for the local community including opportunities for volunteering.
- To assist with the evaluation of services and sessions as appropriate and learn from best practice.
- To work with relevant partners and professionals to support the service development and delivery.
- To undertake risk assessments on venues/activities as required.
- To 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 audit and maintain resources, stock and equipment levels.
- To work flexibly as part of a team and to provide cover for colleagues as required maintaining appropriate staffing levels within projects.
- There is a requirement to work flexibly including some weekends and evenings depending on service need.
- To undertake any training and development deemed appropriate by your line manager.

Job Description



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 the line manager.

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.
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)
Qualifications			
NVQ Level 4 / Higher National Certificates (HNC) or 2yrs equivalent experience.	✓		A
Able to demonstrate substantial overall topic based training covering a range of wellbeing and lifestyle disciplines, including mental wellbeing	✓		A
Willingness to undertake mandatory and role specific training within specified timescale	✓		A
Adult training qualification e.g. CTTLS or equivalent experience.		✓	A
RSPH Level 2 Understanding Health Improvement.		✓	A
Level 2 Mental Health Awareness qualification		✓	A
Skills and Competencies			
Substantial skills to listen, influence, negotiate and motivate individuals in relation to wellbeing behaviours.	✓		A & I
Very good organisational and time management skills	✓		A
Excellent ability to communicate effectively with a variety of audiences both written and verbally.	✓		A & I
Excellent promotional and marketing skills	✓		A
Ability to handle sensitive data with confidentiality.	✓		A
A demonstrably sound knowledge of quality systems	✓		A
A very good understanding of the factors affecting wellbeing.	✓		A
Ability to act upon own initiative, respond to changing situations.	✓		A
Very good, sound IT skills with experience in a range of Office packages.	✓		A
An excellent professional and pleasant manner	✓		I
Good report writing skills, with the ability to collate, analyse and present data clearly and concisely	✓		A & I
Knowledge of asset based community development.		✓	A
Knowledge of safeguarding adults and children		✓	A
Experience			
Substantial experience of working or volunteering in the community with an ability to relate to	✓		A & I



people from different backgrounds.			
Very good experience of recruitment, managing and supporting volunteers	✓		A
Good experience of partnership/collaborative working and of building relationships across a variety of settings	✓		A & I
Very good experience of working in a team or a group	✓		A & I
Experience of managing data and producing reports to deadlines	✓		A
Experience of evaluating projects or services, using a range of techniques.		✓	A & I
Experience of helping people to improve their lifestyle.		✓	A

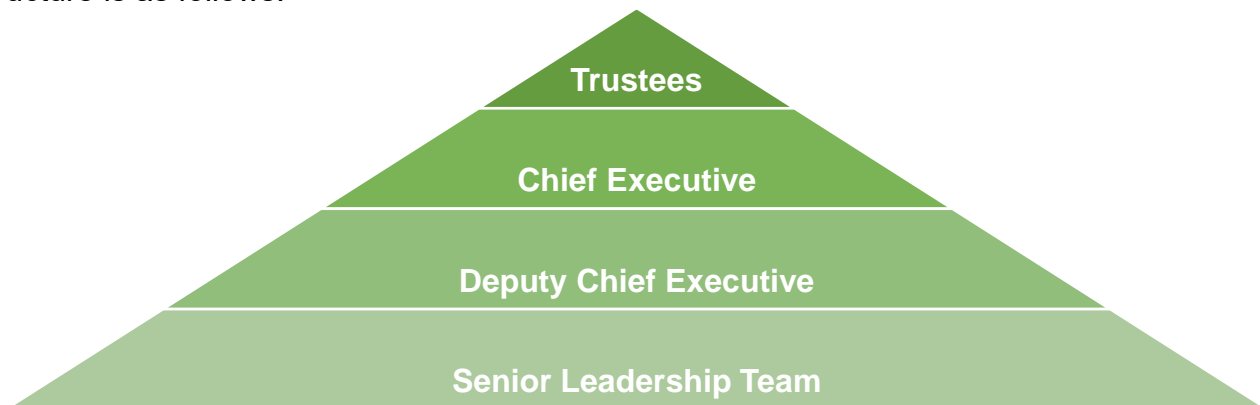
Other/Personal Qualities			
The ability to regularly travel independently across County Durham within the working day.	✓		A
Flexibility including occasional evening or weekend work.	✓		A
Ability to actively promote the 5 ways to wellbeing		✓	I

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	Monday 26 th May at midnight
Shortlisting	W/C 26 th May
Panel Interviews	W/C 2 nd June

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 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!