

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.



Mental Health and Wellbeing Recovery Practitioner

29.5 hours per week

Starting Salary £26,532 pro-rata

Salary Scale £26,532 - £28,343 pro-rata

Pro-rata salary amount £21,153.89

Part of Durham and Darlington Adult Mental Health Rehabilitation and Recovery services this post will provide support to adults aged from 17 years and 6 months who have a mental health and/or neurodivergent diagnosis. Working within a community-based team and across County Durham and Darlington you will be employed by Pioneering Care Partnership and work within Tees, Esk and Wear Valley NHS Foundation Trust (TEWV). You will form an integral part of each client's recovery so they can lead a more fulfilling life. All interventions will be community-based, occasionally in a GP surgery or at a hospital if risks permit. You may, however, be asked to support rehabilitation inpatients in an emergency.

You will receive supervision from TEWV with support from the management/leadership team, nurses, peer support workers, occupational therapists, and health care assistants.

We are looking to appoint someone who has attained the following attributes as a minimum:

- Is hard working, flexible and compassionate with a positive outlook and caring disposition
- Has first class communication and engagement skills to ensure success when working with clients in a variety of settings
- Has experience of delivering personalised support for adults to enable safe and appropriate connections to a range of support services and community-based activities
- Has experience of working collaboratively within a multidisciplinary team (MDT), using referral pathways to appropriately signpost clients to access a range of interventions and support

Recruitment Advert



- Is sympathetic, has a pleasant manner with a positive mindset and good sense of humour

The successful candidate will be primarily based at Ingelwood, Lanchester Road Hospital and will work within the Mental Health and Wellbeing Recovery team. If you are passionate about improving access to services, want to help local people improve their mental health and have a proven track record in this sector, 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 21st September 2025 at midnight.

Job Description



Mental Health & Wellbeing Recovery Practitioner

Responsible to:	Team Manager TEWV
Accountable to:	PCP Chief Executive & Board of Trustees
Located:	Inglewood, Lanchester Road Hospital
Starting salary:	Starting Salary £26,532 pro-rata
Salary scale:	Band 5 Point 9-11, £26,532- £28,343 pro-rata
Hours:	29.5 hours per week
Term:	Fixed until 31 st March 2028
DBS Status:	Enhanced with barred listing

Job Purpose

To work across County Durham and Darlington with clients aged from 17 years and 6 months with a mental health and/or neurodivergent diagnosis.

To complete time limited interventions with clients who are willing and able to engage in recovery work which allows them to lead a more fulfilling life.

To support the ongoing delivery of the Durham and Darlington Rehabilitation and Recovery service and its associated key performance indicators.

Job Description

Interventions

It is a requirement of the role that the post holder is able to carry out the following interventions as a minimum:

- Informed motivational activation (behavioural activation)
- Graded approach (graded exposure)
- Family education
- Relationship building including social networking
- Confidence building
- Carer's support
- Physical health advice and sign posting for sexual health
- Drug and alcohol
- Developing positive relationships
- Budget management
- Relapse prevention
- Health and wellbeing support
- Managing emotions and distress.

The post holder is also expected to support patients to access third-party appointments, complete referrals, update goal setting and safety plans.

Clinical

- Be able to carry out risk assessments and feed into an MDT if risk management is required.
- Engage with patients in a calm, sensitive manner showing empathy during highly distressing and emotional circumstances.
- To work in collaboration with individual patients, families and carers to develop goal setting focussing on the patients' strengths and needs.
- To attend MDTs, allocation meetings and huddles.
- Be responsive to patients' needs and choices whilst upholding their right to be treated with dignity and respect.
- To liaise with other professionals ensuring continuity of care.
- Ensuring endings are completed in a timely fashion and involving patients, carers, family and other services involved in patients' care.

Communication

- Form professional relationships with patients and communicate with them in a way that respects their views and needs.
- Monitor and record progression and report any concerns via MDT.
- Provide written and oral information for reviews of patients' progression to appropriate staff.
- Reflect on and implement best practice in goal setting and use of interventions.

Documentation

- Ensure all clinical records are kept up to date and maintained in according with PCP policies and professional standards.

Professional Ethics

- Adhere to employers' expectations of professional behaviour.
- To respect the individuality, values, cultural and religious diversity of patients, staff and other professionals. Contribute to the provision of a service sensitive to these needs. Actively addressing inequality of access and outcomes across protected characteristics.

Clinical Governance

- Participate in clinical governance and quality improvements as directed by line manager.

General

- To uphold PCP's Core Values at all times.
- To comply with PCP's policies & procedures, including safeguarding (adults and children) and other compliance procedures.

Job Description



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

Operational requirements and hours

- Owing to the geographical area the service covers and the rural communities it touches, with many not being accessed by public transport, it is essential the post holder has a full driving licence and has access to a car with business insurance.
- This post holder is required to work some evening work and occasional weekends to meet the service needs.



	Essential	Desirable	Assessed at Interview (I) / Application (A)
Education & Training			
Relevant vocational qualification - level 3 or equivalent (Health & Social Care, Health Trainer, counselling etc).	✓		A
Numeracy, Literacy and ITQ Level 2 or equivalent	✓		A & I
A willingness to undertake mandatory and role specific training within a specified timescale.	✓		A & I
Good overall sector-based training covering a range of motivational and behavioural change techniques along with health and wellbeing interventions.	✓		A
Skills and Competencies			
Experience of delivering behaviour change interventions in both 1:1 and group settings with high levels of success.	✓		A & I
Excellent communication and interpersonal skills including the ability to disseminate information in a user-friendly format including use of a variety of social media platforms.	✓		A & I
Ability to demonstrate effective collaborative working in community settings with good organisational and time management skills.	✓		A & I
Ability to influence, negotiate and motivate individuals in relation to behaviour change.	✓		A & I
Ability to act upon own initiative, responding proactively to changing situations.	✓		A & I
Ability to collate confidential client information using the principles of GDPR.	✓		A
Sound understanding of the factors affecting Mental Health with a good understanding of the challenges faced by people living in areas of multiple deprivation	✓		A & I
Experience			
Extensive experience of client engagement and support principles in context to community outreach work.		✓	A & I
Experience of delivering personalised support for adults to enable safe and appropriate connections to a range of support services and community-based activities.	✓		A & I
Experience of working collaboratively within a multidisciplinary team (MDT), using referral pathways to appropriately signpost clients to access a range of interventions and support services.	✓		A & I



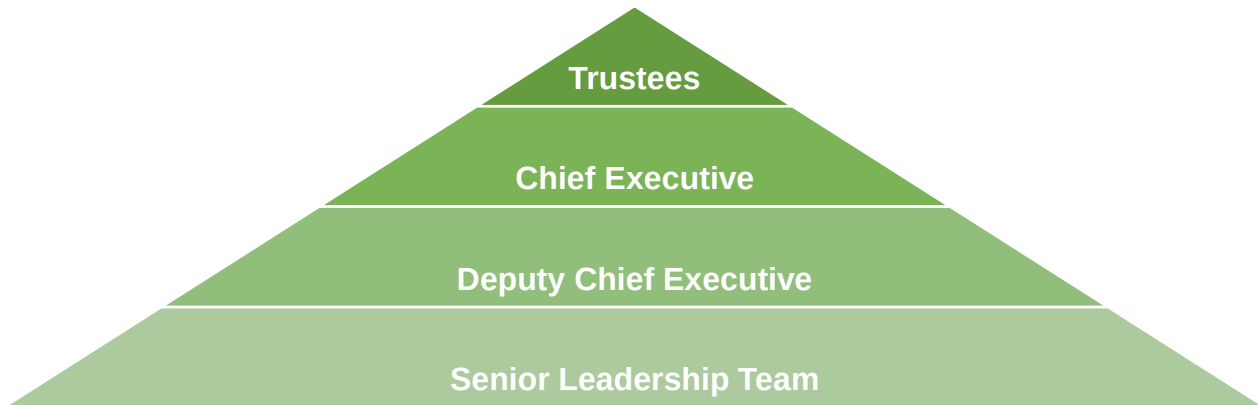
Experience of supporting the evaluation of projects or services using a range of techniques.		✓	A & I
An understanding of Asset Based Approaches and experience of applying this within a community-based setting.	✓		A & I
Knowledge and Understanding			
Extensive knowledge and understanding of mental health issues and knowledge and skills of engagement, motivational, and behaviour change approaches.	✓		A & I
Sound knowledge of local area and the health/lifestyle issues people face living in areas of multiple deprivation.		✓	A & I
Knowledge and understanding of community working, lone working, and ability to maintain safety whilst working in the community.	✓		A & I
Other/Personal Qualities			
Current driving licence and access to a vehicle.	✓		A
Flexible and a good team player as well as an ability to work autonomously.	✓		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

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 21 st September at midnight
Shortlisting	WC/ 22 nd September
Panel Interviews	Monday 29 th September

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 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!