

# 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.



# Job Description



## HW Sunderland Engagement Officer 30 hours per week

**Starting Salary £26,532 per annum pro-rata**

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

**Pro rata salary £21,512.43**

Healthwatch is the independent consumer champion for Health and Social Care. We ensure that NHS and social care leaders hear the voices of those who use their services and use feedback to improve care.

We are looking to recruit an Engagement Officer to join a well-established team working across and representing the local community within Sunderland. We are looking to appoint someone skilled in:

- Engaging with a wide range of communities of interest
- Designing, delivering and evaluating a range of community based engagement activities
- Developing effective and positive working relationships with organisations and networks within the voluntary and community sector
- Gathering, analysing and presenting the views of local people in a user-friendly reports.
- Collaborating with local health and care providers.

If you are passionate about making a difference and want to help local people have their say, we'd love to hear from you.

The role will require you to have access to a car and a full, clean UK driving license and work outside of office hours on occasion.

If you are passionate about capturing the voice of local people, to improve experiences in relation to health and care services in Sunderland we'd love to hear from you.

To book an informal discussion with Anna Gillingham (Project Lead) or Helen Dent (Project Development Manager) please email [anna.gillingham@pcp.uk.net](mailto:anna.gillingham@pcp.uk.net) or [helen.dent@pcp.uk.net](mailto:helen.dent@pcp.uk.net)

Closing date for applications is: Sunday 4<sup>th</sup> January 2026 at midnight.

# Job Description



## HW Sunderland Engagement Officer

<b>Responsible to:</b>	Project Lead
<b>Accountable to:</b>	PCP Chief Executive & Board of Trustees
<b>Located:</b>	Blended Office and Home Working
<b>Starting salary:</b>	Starting Salary £26,532 per annum pro-rata
<b>Salary scale:</b>	Scale Points 9-11, £26,532 - £28,343 per annum pro-rata
<b>Hours:</b>	30 hours per week
<b>Term:</b>	Fixed until 31 <sup>st</sup> March 2027
<b>DBS Status:</b>	Enhanced

### Job Purpose

- Support the development, delivery and analysis of a range of engagement activities linked to gathering the views and experiences of health and social care services.
- Assist with the development and maintenance of positive relationships with a variety of stakeholders within the Health and Social care sector.
- Assist with the promotion of HWS work to the wider public.
- Support the delivery of the signposting function of HWS.
- Support with the development, delivery and implementation of the HWS annual work plan.

### Job Description

1. Proactively engage with members of the local community, especially those facing the greatest health inequalities, to listen to and collect feedback.
2. Organise and deliver a range of community based engagement activities, including events, workshops and outreach activities etc.
3. Design and evaluate engagement activities that are delivered in the local community.
4. Support with the analysis of engagement findings and production and presenting of research reports to a range of audiences associated with work plan items.
5. Support the delivery of the HWS Youthwatch workplan, including the delivery of Youthwatch meetings.
6. Proactively identify opportunities for co-production and collaboration with key partners to support the delivery of the work of HWS.



7. Facilitate consultation and co-production activity to ensure voices are heard and acted upon in service design and delivery
8. Support with the recruitment, support, training and motivation of volunteers.
9. Identify and develop effective positive relationships with other organisations, networks and forums in order to obtain the views of people they work with or support or represent.
10. Work in partnership with local health and care providers to support the gathering and sharing of patient and service user feedback to improve the services they provide to the people of Sunderland.
11. Contribute to marketing activity, via promotional materials, social media, website, press releases, e-newsletters, etc.
12. Attend a variety of external meetings, forums and groups and events to represent and promote the work of HWS.
13. Support the continued collection and collation of up to date local information to be used as part of the signposting function.
14. Lead on the dissemination of key and relevant information to residents of Sunderland to support them to make informed decisions, navigate the health and social care system, make complaints etc.
15. Provide evidence based ideas for the workplan to be presented to the HWS Advisory board for consideration.
16. Conduct personal, venue and activity risk assessments as required.
17. Work flexibly as part of the Healthwatch team, providing cover for colleagues as required to maintain appropriate staffing levels within Healthwatch.
18. Contribute to the recording of engagement data into relevant monitoring and reporting systems, including inputting of information into databases.

## 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.

# Job Description



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)
<b>Qualifications</b>			
Relevant vocational qualification to Level 3 or equivalent (Health and Social Care)	✓		A
<b>Skills and Competencies</b>			
Good organisation and time management skills and the ability to plan and effectively prioritise own workload	✓		A & I
Excellent written, communication and interpersonal skills	✓		A & I
Strong facilitation skills, able to work with a wide range of communities, and build confidence, trust and alliances	✓		A & I
Friendly, outgoing, with a high degree of self-motivation, initiative, and enthusiasm.	✓		A & I
Ability to work flexibly, creatively and using own initiative	✓		A & I
Data analysis and report writing skills	✓		A & I
Ability to communicate and present to a range of different audiences	✓		A & I
Marketing skills (including working knowledge of social media platforms)		✓	A
IT literate – able to use a full range of IT packages/software, e.g. Microsoft Office (Outlook/Word/Excel/PowerPoint/Teams)	✓		A
<b>Experience</b>			
Working with and building positive working relationships with community groups and organisations across the voluntary and community sector	✓		A & I
Working with and building positive working relationships with the NHS and statutory organisations	✓		A & I
Working with and supporting volunteers	✓		A & I
Collecting qualitative and quantitative data to support effective project delivery	✓		A & I
Designing and evaluating community based activity	✓		A & I
Facilitating co-production and consultation activity		✓	A & I



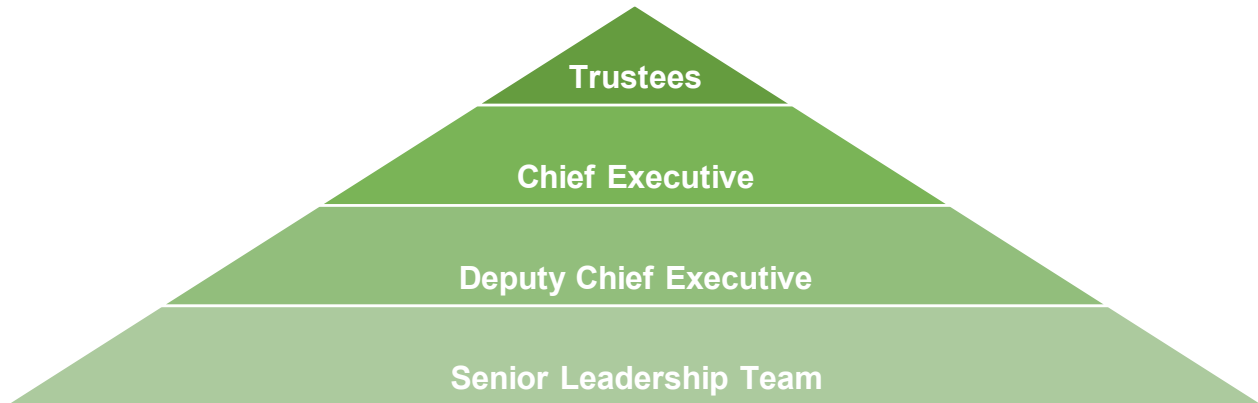
Experience of providing information and signposting		✓	A & I
Knowledge and Understanding			
Knowledge of Equality and Diversity agenda / legislation / Equality Act	✓		A
Knowledge of Volunteering & the Law		✓	A
Knowledge of the local voluntary and community sector		✓	A
Other/Personal Qualities			
Flexibility and ability to work outside normal hours when required	✓		A
Commitment to continuing professional development	✓		A
Current driving licence and access to a vehicle	✓		A

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 4 <sup>th</sup> January 2026 at midnight
Shortlisting	W/C 5 <sup>th</sup> January 2026
Panel Interviews	15 <sup>th</sup> January 2026

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.



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

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