

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



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

Healthwatch Sunderland Youth Engagement Officer 18 hours per week

Starting Salary £21,310 pro-rata

Salary Scale £21,310 - £22, pro-rata

Healthwatch Sunderland is the independent consumer champion for people who use Health and Social Care services. We gather public opinions about the services they use and make recommendations for improvements. We are currently looking for a motivated and enthusiastic person to join our successful team as a Youth Engagement Lead.

We are looking to appoint someone skilled in:

- ✓ Excellent interpersonal skills, with sensitivity, diplomacy, and integrity.
- ✓ The ability to engage with a diverse range of young people to gather their views and opinions.
- ✓ High standard of verbal and written communication skills.
- ✓ Self-motivation, with the ability to effectively plan and prioritise workload.

If you are passionate about supporting local communities and want to help local people we'd love to hear from you.

To book an informal discussion with Anna Gillingham, Engagement Co-ordinator please email anna.gillingham@pcp.uk.net.

Closing date for applications is: Wednesday 29th November 2023 at midnight.

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



Healthwatch Sunderland Youth Engagement Officer

Responsible to:	Healthwatch Engagement Coordinator
Accountable to:	Healthwatch Board & PCP Chief Executive
Located:	Office based/Community working Sunderland, flexible working Including evening and weekends.
Starting salary:	Starting Salary £21,310 pro-rata
Salary scale:	Scale Points 5-7, £21,310 - £22,338 pro-rata
Hours:	18 hours per week
Term:	Fixed until 31/03/2025
DBS Status:	Enhanced

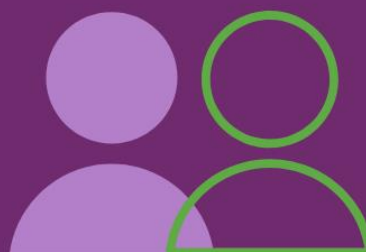
Key Role

1. To support the young people of Sunderland to get the best from local health & social care services.
2. To ensure that Healthwatch Sunderland is effective as an independent champion by embedding an inclusive approach to all our work and better understanding the diverse needs of our young people.
3. To promote and recruit new volunteers for the Young Healthwatch Programme
4. To gather the views and experiences of local young people about health & social care services.
5. To share that information with relevant partners and service providers, and to help to effect positive change, equity, and inclusion.
6. To promote the work of Young Healthwatch Sunderland with local youth groups and services, building a network of contacts and maintaining a presence at relevant forums.
7. Contribute to overall Healthwatch Sunderland workplan streams, attend stakeholder, team, and board meetings to report into the overall operational plans of Healthwatch Sunderland.

Job Description

1. To engage with young individuals, and groups or services working with young people across Sunderland, gathering information and evidence to be shared with relevant partners and service providers.
2. To work alongside the Healthwatch team to ensure that all engagement work includes the views of the young people of Sunderland.
3. To ensure a community orientated and co-production approach is applied to consultation and engagement.
4. To support our existing Young Healthwatch Volunteers to obtain accurate information relating to health & social care services, and to refer to support services where appropriate by hosting monthly meetings and focus groups to support young people's voices to be represented in Sunderland.

Job Description

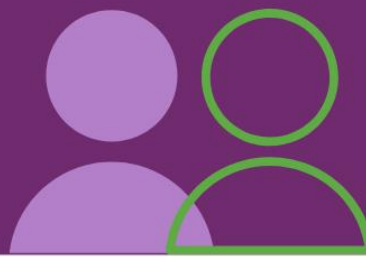


5. To organise and facilitate the young Healthwatch monthly meetings and support the young people to set clear goals to support the group in achieving their priorities.
6. To set up and attend partnership meetings to represent young people of Sunderland.
7. To attend stakeholder community events /groups to promote awareness and volunteering opportunities within Sunderland Young Healthwatch
8. To contribute to effective partnership working with all Healthwatch partners and stakeholders.
9. To use a diverse range of engagement and consultation techniques, adapting these to ensure they are appropriate for specific audiences.
10. To provide written and verbal feedback to groups and meetings in relation to Young Healthwatch priorities /activities
11. To assist with the production of professional, accurate and informative reports.
12. To use online systems for the recording of engagement and signposting information.
13. To maintain and provide information as required in relation to performance and outcomes monitoring.
14. To support the engagement co-ordinator in the recruitment, training, and involvement of Young Healthwatch Sunderland volunteers as required.
15. To represent Young Healthwatch Sunderland at partnership events, networks, and forums.
16. To actively participate in promotional opportunities for Young Healthwatch Sunderland, such as public events, on-line marketing, and attendance at local activities.

General

1. To be a positive role model and always uphold the core values of PCP and Healthwatch, adhering to Healthwatch England guidance.

Job Description



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.



	Essential	Desirable	Assessed at Interview (I) / Application (A)
Qualifications and Knowledge			
A sound, basic level of education and a commitment to relevant development	✓		A
Comprehensive writing and English skills	✓		A & I
Knowledge and understanding of Equality & Diversity		✓	A & I
Understanding of how to engage with young people and their families	✓		A & I
Understanding of health inequalities and how these can impact young people		✓	A & I
Understanding of the Health & Social Care sector within Sunderland		✓	A & I
Understanding of how to use a co-production approach		✓	A & I
Experience			
Working in partnership with health, social care and third sector organisations	✓		A & I
Engaging with young people and youth groups	✓		A & I
Using a range of different methods to gather public opinion and feedback	✓		A & I
Support with writing reports and keeping engagement notes	✓		A & I
Facilitation of groups / meetings with young people	✓		A & I
Lived experience of the challenges faced by young people in relation to Health & Social Care		✓	A & I
Skills & Competencies			
Good written and verbal skills	✓		A & I
Commitment to ensuring representation for young people	✓		A & I
Self-motivation and the ability to work without direct supervision	✓		A & I
Good organisational skills with the ability to plan and prioritise	✓		A & I
Sensitivity, diplomacy, and a high degree of personal integrity	✓		I
Proficient in the use of IT, including the ability to use Microsoft 365 and Office software	✓		A
Ability to lead discussions, develop and facilitate groups and gather relevant information	✓		A & I



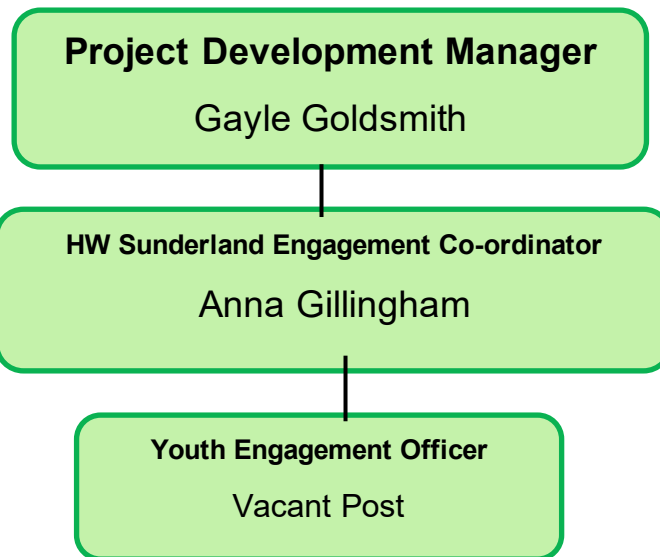
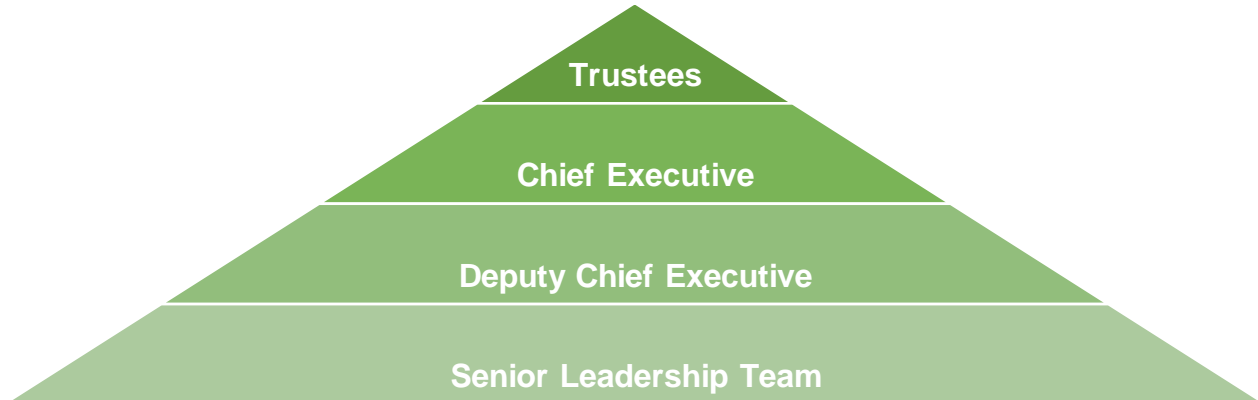
Other/Personal Qualities			
Independently mobile with the ability to travel across the county where required	✓		A
A reliable and flexible approach	✓		I
Commitment to working as part of a team	✓		I
Commitment to personal development	✓		A & I
Commitment to Equality, Diversity, and Inclusion	✓		A & I

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-

"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!"

Structure



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



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“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	Wednesday 29 th November at midnight
Shortlisting	5 th December
Panel Interviews	12 th December

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 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