

Welcome to Pioneering Care Partnership (PCP)



Welcome from PCP's Chief Executive

Firstly, let me thank you for your interest in the Pioneering Care Partnership and for considering a career with us.

PCP is a well-respected award-winning health and wellbeing charity with a history spanning almost 25 years. Working across the North East of England we deliver a vast array of projects and services and therefore have a range of opportunities for people to join the organisation. From admin to management and project officers to research and development we're always seeking the very best people to support what we do.



People are at the heart of everything PCP does; we exist to support people and communities to thrive and develop and as we strive for our mission of **'Health, Wellbeing and Learning for All'** we want the same for our dedicated staff team. As you read through this recruitment pack, I hope you begin to get a flavour of the way in which we help people and what it might be like to work as part of the organisation. I always think the best people to describe what it is like to work here are the current staff team, so here are a few quotes:

- ✿ "At PCP I always feel happy, enthused, safe and supported at work."
- ✿ "I enjoy being part of an organisation that makes such a positive difference to so many people's lives."
- ✿ "The best thing about working for PCP is the support staff get and the culture of everyone looks out for each other and supports each other."
- ✿ "I like the flexibility and autonomy that I have in my role – being able to adapt what I do to suit the needs of the people I support."
- ✿ "For me, the best thing about working at PCP is the genuine care towards staff wellbeing. From wellbeing time to staff activities, training and flexible working, not only does PCP encourage wellbeing it actually delivers."
- ✿ "I love the fact that I am appreciated for doing my job well and feel that I am making a difference to other people's lives."
- ✿ "I can honestly say I have never worked for an organisation where the senior leadership team are so visible and approachable."

I encourage you to spend a bit of time looking at our website to see the range of programmes and activities we deliver. As a charity we are governed by a voluntary board of trustees and we have a skilled and experienced management team tasked with supporting the overall governance and leadership of the organisation. If you want to learn a little more about us short biographies are available on our website.

Good luck with your application.

Best wishes

Carol Gaskarth
PCP Chief Executive



Background

PCP was established in 1998 after a group of local people saw a need to bring health and care services together under one roof. They recognised those accessing services were required to travel across County Durham and service delivery was not joined up. A steering group formed and shortly afterwards charity status was granted.

Through their tenancy and skills, and in conjunction with partners at the local authority and in health, land in Newton Aycliffe was identified and funding secured. The vision of the Pioneering Care Centre became a reality in 1999 with a turf cutting ceremony and later that year the charity took over management, the first tenants moved in, and we started our first project, 'Options' supporting adults with learning and physical disabilities to improve their independence.

In 2002 PCP began its journey to take services into communities and the outreach delivery quickly grew. Over the years numerous successful projects have been delivered in partnership including Passport to Health, the Expert Patient Programme, Older People Roadshows, Steps to Health, Positive Steps and Health Trainer services. Many of these projects were the catalyst for the current projects we deliver including Wellbeing for Life, Community Connect and employability support. In addition to outreach development the Centre continued to thrive, and we were running out of space. In 2010 an extension was built which increased the footprint of the building by over a third.

The focus remained on County Durham until around 2012 when PCP successfully tendered to oversee a number of local Healthwatch contracts across the North East. To this date we continue to support Healthwatch in Sunderland, County Durham, Middlesbrough, Redcar and Cleveland and Stockton-on-Tees. PCP has also grown the range of projects and services and now also delivers workplace health, cancer awareness, befriending and social prescribing projects.

More recently PCP has supported with the response to the COVID-19 pandemic. Providing access to facilities for vacation programmes and through staff assisting with doorstep support, marshalling at vaccination centres and signposting. As we move into recovery PCP's emphasis is now on assisting with community resilience and providing support with both the emotional and physical impact of the virus.

PCP is 'Pioneering' we don't stand still and continue to work successfully with people across the North East towards our mission and aim.



Mission, Aims and Outcomes

PCP Mission, or charitable objective is: **Health, Wellbeing and Learning for All**

To achieve this mission there are a number of overarching aims and outcomes we work towards.

PCP Aims to improve health and wellbeing through the development and provision of:

- ✿ Services that build capacity with individuals and communities to improve their own health and have greater choice and control;
- ✿ Projects/services that tackle health inequalities; and
- ✿ Providing locally accessible services in community settings;

The long-term **Outcomes** the PCP seeks are:

- ✿ To promote independence, choice & control
- ✿ To improve lifestyle
- ✿ To increase knowledge & skills
- ✿ To improve physical health
- ✿ To improve confidence, self-esteem & well-being
- ✿ To improve economic well-being
- ✿ To build community capacity
- ✿ To improve access to services for disadvantaged communities & groups
- ✿ To promote social inclusion
- ✿ To promote independence, choice & control

Every project or service that PCP delivers contributes to the above.

To find out more about the projects or services PCP delivers and our impacts you can:

- ✿ Visit our website <https://www.pcp.uk.net/>
- ✿ View our online newsletters and annual report: <https://issuu.com/pioneeringcare>



Our Core Values



Making a Difference:

Our purpose is to help people and communities. By making a tangible social impact and striving for continuous improvement by learning from best practice;



Friendly:

Being pleasant, kind and approachable at all times; ensuring others feel comfortable and welcome;



Positive:

Taking a positive or optimistic attitude, seeing strengths and opportunities whilst challenging negative perspectives;



Supportive:

Providing encouragement and practical assistance to solve problems or overcome obstacles; and



Team:

Engaging with people in open, mutually-beneficial ways, being inspiring and uplifting when working with others.



Recruitment Advert

Project Development Manager 22½ hours per week

Starting Salary £36,562 per annum pro-rata
Salary Scale £36,562 - £39,522 per annum pro-rata



To support succession planning we are looking to appoint a dedicated, experienced and enthusiastic manager to join our highly-skilled existing Senior Management Team.

PCP Senior Managers need to be:

- ✦ Positive ambassadors for our mission;
- ✦ Creative thinkers who can motivate others to ensure action;
- ✦ Strong communicators with the ability to delegate; and
- ✦ Dedicated to helping others, producing results and making a difference.

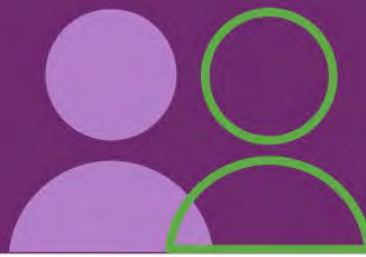
The successful Project Development Manager will have knowledge of the health, social care or learning agenda and a proven track record in successful project management. If you are qualified to degree level with at least 3 years leadership experience and first-class interpersonal skills we'd love to hear from you.

To book an informal discussion with Carol Gaskarth, PCP's Chief Executive please email pa@pcp.uk.net.

Closing date for applications is: Wednesday 8th June 2022 at 12:00 noon.



Job Description



Project Development Manager

Responsible to:	PCP Executive Leadership Team
Accountable to:	PCP Chief Executive & Board of Trustees
Located:	Blended approach between home and PCP office bases located across the North East.
Starting salary:	Starting Salary £36,562 per annum pro-rata
Salary scale:	Scale Points 23-26, £36,562 - £39,522 per annum pro-rata
Hours:	22½ hours per week
Flexible Working:	Given the nature of the role it is expected that the post-holder will work flexibly. This may include working extended hours, evenings and weekends to ensure PCP remains responsive and agile

Key Role

1. To support PCPs strategic development through the active involvement in the organisation's Senior Management Team.
2. To successfully manage and oversee a range of projects delivered by PCP. Including effective management of staff, volunteers, budgets, developments and stakeholder relationships.
3. Responsibility for the development, implementation and evaluation of existing and new projects, in line with PCP's Strategic Plan.
4. To ensure PCP and funders requirements and standards are met or exceeded.

Job Description

1. To support business planning and business development as part of the Senior Management Team contributing to long-term operational and organisational excellence.
2. To strategically manage a range of projects in line with PCP's mission of Health, Wellbeing and Learning for All.
3. Responsibility for the development, implementation and evaluation of new projects across the North East.
4. Ensuring the smooth running of all projects through line management of the project team, ensuring effective operational systems, procedures and partnership working.
5. To take strategic 'lead manager' responsibility of organisation wide functions, to be determined on an annual basis.
6. Identify and develop appropriate business opportunities, assessing options for potential new activities, products and programmes for viability, internal and external impact identifying any liabilities or risk associated.
7. To identify relevant agencies and organisations working in related fields, keep up-to-date with developing initiatives and develop collaborative relationships where appropriate
8. Driving high quality standards and maximum efficiency in all aspects of delivery.
9. Successfully managing resources allocated to projects maximising opportunities for efficiencies.
10. Ensuring continuous improvement and development of existing projects.

Job Description



11. Performance management of all programmes to agreed indicators, ensuring performance targets are met and progress reported to relevant funders/commissioners.
12. To build and maintain effective links with commissioners, programme partners and related organisations.
13. To ensure user and stakeholder engagement across all programme areas and to effectively promote projects, services and activities.
14. To support the quality agenda, ensuring PCP maximises opportunities for achieving recognition and award status for quality standards as a service provider.

General

1. To uphold PCP's Core Values at all times.
2. To strategically manage operational delivery and ensure PCP and funders requirements and standards are met.
3. To carry out the management role effectively whilst demonstrating PCP's expected leadership characteristics. .
4. To operate within the policies and procedures of PCP, including confidentiality, safeguarding, information governance and data protection.
5. To support the organisational approach to Quality and continual improvement through becoming an internal auditor, environmental champion or health advocate.
6. To assist PCP's marketing & engagement work and use creative techniques to gather views from the communities we support.
7. To be an ambassador for PCP and represent the organisation at a number of different meetings, forums and events.
8. To be responsible for the collation of appropriate monitoring and evaluation information to support the achievement of agreed targets and outcomes within the project or service.
9. To provide accurate and timely internal and external reports as required.
10. To liaise with relevant teams to ensure that opportunities are maximised for service users/clients.
11. To adhere with financial processes and procedures and ensure that all resources purchased are within the allocated cost code budget(s).
12. To work to develop and apply appropriate monitoring, evaluation and quality tools in accordance with the quarterly performance monitoring procedures.
13. To ensure quality standards are developed and maintained.
14. To recruit, support, train and motivate staff and volunteers as required.
15. To effectively work with partners, freelance workers, consultants and other external stakeholders as required.
16. To ensure Health and Safety and Safeguarding procedures are communicated effectively to teams and adhered to at all times.
17. To carry out all responsibilities in line with the organisation's Equality, Diversity and Inclusion Policy.
18. To undertake any training and development deemed appropriate.
19. To undertake other such duties as are deemed appropriate by the Chief Executive.

May 2022



	Essential	Desirable	Assessed at Interview (I) / Application (A)
Qualifications and Experience			
Degree level qualification in relevant subject or equivalent level qualification	✓		A
Higher Degree/Post Graduate qualification		✓	A
Commitment to continuous professional development	✓		A
Registration with relevant professional body (e.g. CMI)		✓	A
Skills and Competencies			
Sound business acumen with the ability to identify and develop new opportunities	✓		A & I
Skilled in supporting teams with decision making and ensuring a results driven culture	✓		A & I
First class interpersonal skills, with the ability to build and leverage networks	✓		A & I
Proven ability to manage multiple projects and to meet demanding targets without compromising quality of delivery	✓		A & I
Action orientated approach to achieving targets and compliance	✓		A & I
Sound analytical skills with the ability to interpret a range of material or multiple information sources to aid decision making	✓		A & I
Excellent verbal and written communication and presentation skills	✓		A & I
Skilled in writing clear, factual and detailed reports for both internal and external audiences	✓		A & I
Ability to work in partnership at a high executive level	✓		A & I
Experience			
Proven experience in supporting operational development, ensuring projects are managed efficiently and a range of resource needs are met	✓		A & I
Knowledge of the health, social care, community development or education/learning sectors		✓	A & I
Understanding of community consultation techniques and ability to ensure wide representation	✓		A & I
At least 4 years' successful leaders experience of working within a charity or similar sector	✓		A
Experience of identifying community/local needs to influence the development of projects and services		✓	A & I
Experience of delivering projects or services within tight budgetary constraints		✓	A & I

Well-developed people management skills, with demonstrable ability to successfully motivate and manage project teams	✓		A & I
Proven success in driving forward partnerships and forging relationships with stakeholders.	✓		A & I
Demonstrable experience of being a positive and effective ambassador	✓		A
Proven track record delivering marketing strategies to engage customers/service users		✓	A & I
Experience of managing and reporting risks		✓	A
Experience in change management including mobilization, delivery and exit of projects or services		✓	A & I
Knowledge and Understanding			
A clear understanding and appreciation PCP's mission, aim and core values	✓		A
Thorough understanding of relevant policy drivers connected to PCP's mission of 'Health, Wellbeing and Learning for All.'	✓		A & I
Comprehensive knowledge of the range of projects PCP delivers		✓	A & I
Knowledge of a range of project management or continuous improvement techniques		✓	A & I
Knowledge of the funding landscape across the North East		✓	A & I
Other/Personal Qualities			
Ability to manage own workload and work autonomously	✓		A
Personal resilience, the ability to work well under pressure	✓		A
Ability to lead and galvanise teams and individuals	✓		A & I
Strong overall management skills	✓		A & I
Flexible and positive attitude to work	✓		A & I

In expectational circumstances applications may be considered if you don't meet the full essential criteria, however you will need to demonstrate how you will acquire the necessary qualifications or skills within 6 months. If you are unsure whether to apply, please contact HR.

Structure

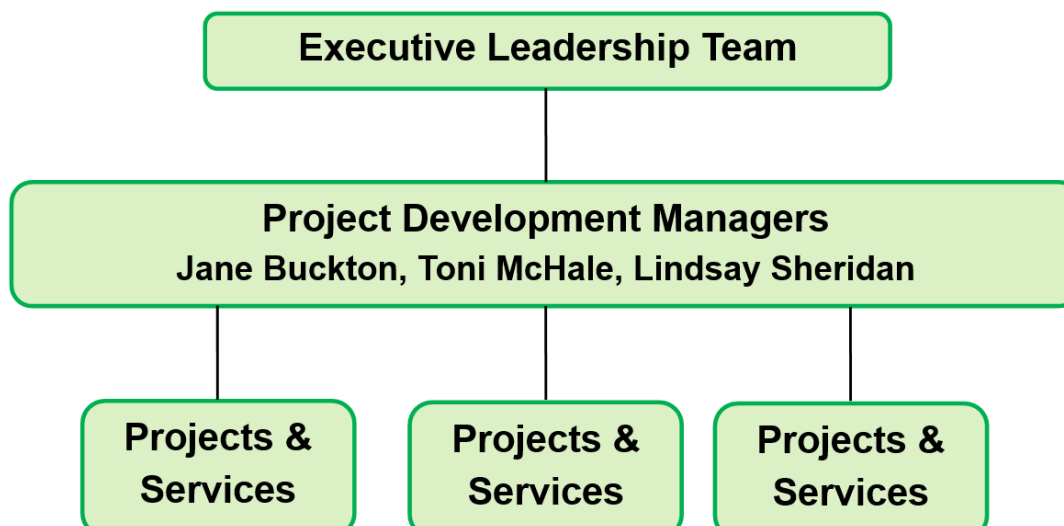


PCP's Board of Trustees provide governance support and the leadership structure is as follows:



PCP's Chief Executive has full responsibility for the leadership, management, and development of the Pioneering Care Partnership. The Chief Executive is fully accountable for organisation-wide impact and for ensuring PCP works towards its mission of Health, Wellbeing and Learning for All. Executive Leaders play a key role in supporting the Chief Executive on a day-to-day basis, ensuring that PCP delivers projects and services that embody the mission, providing a visible leadership role and strategically developing a number of key organisational areas. Together the Chief Executive and Executive Leads form the Executive Leadership Team (ELT).

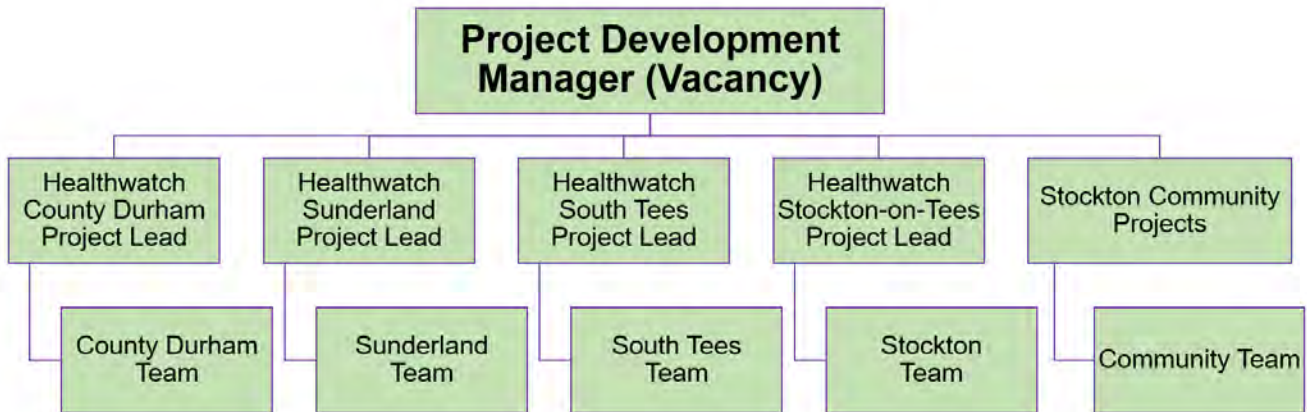
ELT is assisted by Senior Management Team colleagues, who are responsible for organisational delivery and operational development:



Structure



The post of Project Development Manager is part of the organisations Senior Management Team and, over time, will take responsibility for the following 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



“I have never worked for a company or organisation that looks after their staff so well.”

“Everyone is kind and friendly and willing to help each other out, at the end of the day we are all here to support one another”

“When we say we care for our staff's wellbeing, we really mean it!”

Benefits and Rewards



Time off to do as you please!
27 days, plus bank holidays (pro rata), rising to 32 days after two years of service



Career development
Learn new skills, gain qualifications, internal training and mentoring



A helping hand to save
Access to the Financial Services Compensation Scheme (FSCS), to help you save money



Work Place Health Activities
Every year we arrange activities for staff to support health and wellbeing as part of our commitment to work place health



Family Friendly
We offer maternity, paternity, adoption and dependants leave



Drive at ease
Using your car for work purposes? We will reimburse you for business mileage



Discounts
Get discount vouchers for shopping and more through PCP's Reward Me Now Scheme



Supporting your future
Join our pension scheme, we'll match what you pay in up to 3%



Health and wellbeing
Paid weekly wellbeing time to do activities you love and improve your wellbeing



Office equipment
For homeworking, you can access our online catalogue to buy desks, chairs and more



Tech Scheme
Get savings on laptops, phones, smart health, white goods, gaming, photography and more!



Guidance and support
Stay informed through meetings, development reviews, surveys and more



Eye care
Get vouchers to go towards eye care and glasses



Work life balance
You can request changes to support your work life balance



Emotional support
Access to PAM Assist which provides a free and confidential Employee Assistance Programme



Cycle to Work Scheme
Loan cycles and get discounts on cyclists safety equipment.

Application Process and Timetable



PCP aims to support applicants at every stage of the process and our friendly HR staff are on hand to help with any queries you may have.

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 8th June, 12 noon.
Shortlisting	Monday 13th June, pm
Informal Interviews	Friday 17th June
Panel Interviews	Wednesday 22nd June

How do I apply?

Please complete the application form supplied with this pack 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.

If you need assistance, we are here to help so please do not hesitate to contact us.

Probationary period

All posts at PCP are subject to a six-month probationary period

And Finally



At PCP we pride ourselves on 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.



**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