

## Role Description

### Trainer and Client Advisor England & Wales

We are looking to recruit some bright, enthusiastic people to join our friendly and dynamic team at the cutting edge of thinking and practice in supporting and measuring service user change. We are looking for one or more people to fit a variety of roles across our regional teams.

#### About the organisation

Triangle is a values-based Social Enterprise with a vision of a society in which people are enabled to thrive. We help homelessness, health, and social care providers improve services by creating engaging visual tools and promoting collaborative ways of working. We help to enable people to achieve their highest potential, by providing a suite of tools for promoting and measuring personal change called Outcomes Stars.

The Star has proved very popular and is now widely used in the UK by charities, social enterprises, and local and health authorities in a wide range of fields including mental health, homelessness, vulnerable families and substance misuse. It is also being used internationally, with a particularly strong presence in Australia.

For more information see [www.outcomesstar.org.uk](http://www.outcomesstar.org.uk).

#### About the role

We have several opportunities within our regional teams. The Outcomes Star touches many aspects of service delivery, from interactions with clients and practitioner skills to supervision and strategic decisions. Facilitating learning through training is a key aspect of Triangle's work as it is essential to the effective implementation of the Star. The process of implementation can support positive organisational change but needs time and appropriate attention.

Our Trainer/Implementation Leads (Client Advisors) are a critical part of how we support clients, through building relationships, delivering training, supporting, and practically helping clients to use the Star well.

Trainer/Implementation Leads contribute to the achievement of our organisation's **outcomes below**:

1. Triangle's clients are provided with training, advice and are supported to make the best possible use of the Star:
  - a. The Trainer/ Implementation Lead will train and support practitioners to use the Star effectively with their service users
  - b. They will work with managers to encourage them to use the Star data, understand the service strengths and identify any need for improvements. They will advise service managers how to maintain quality use of the Star after delivering their training
2. Where organisations choose to have internal 'licensed trainers' they are enabled to provide internal support for their colleagues:
  - a. The Trainer / Implementation Lead form part of the specialist training team and deliver high quality training to participants of our train the trainer offer.
  - b. They will offer support to the trainers appropriate to their need and provided in a flexible way
  - c. They will help trainers access a range of resources to support their internal training
3. Triangle is developing new products and approaches as it learns from its clients:
  - a. The Trainer/ Implementation Lead will inform their Triangle colleagues on how clients are using the Star and the learning is achieved
  - b. They will contribute new ideas and support the development of new training, approaches and tools

4. Triangle is developing as a Social Enterprise:

- a. The Trainer/ Implementation Lead will build positive relationships with clients creating opportunities to further develop the use of the Star, form partnerships and collaborate on new resources
- b. They will take an active part in marketing the Outcomes Star by representing Triangle at conferences, webinars and other events to share our mission and values with others in the sectors

**Main tasks**

1. The Trainer /Implementation Lead will deliver a range of client training across the region and hold a caseload of clients and support them to implement the Star effectively through:

- a. Initial contact with clients
- b. Putting together the best mix of training, support etc in an initial costed quote/proposal
- c. Delivering training, both remotely and face to face, to the extent that this is permitted and safe, or coordinating others to do so
- d. Working with our training specialists to develop our training offer to support best use of the Star
- e. Contribute to the development and maintenance of our e-learning/digital learning offer
- f. Developing ongoing relationships with clients where they welcome this, including:
  - i. Reviewing implementation options and plans
  - ii. Using our other tools to support clients implement the Star well throughout their organisation
  - iii. Helping clients make the most of data they generate
  - iv. Providing ongoing support and keeping in touch

2. Liaising with other Triangle staff to ensure that our clients experience a coordinated and consistent approach

3. In conjunction with other team members:

- a. Delivering training to clients including the Core Course, Licensed Trainer Course and other sessions as agreed
- b. Providing flexible support to licensed trainers through development days, email, phone, virtual meetings
- c. Contributing to the development of new courses and resources

4. Responding to new enquiries by phone and email. Delivering presentations about the Star, as needed, both in person and online using Zoom and other relevant platforms

5. Where applicable, supporting clients to set up and use our accessible web application - the Star Online - in coordination with the Star Online help desk

6. Supporting Triangle colleagues with specific projects related to using the Star in practice

7. Taking an active part in telling people about the Star and supporting broader dissemination of information to potential clients

8. Supporting the development of new Stars taking a lead on client relationships and implementation

9. Identifying and sharing opportunities for improving what we do, for new business, new Stars etc

10. Contributing to development of new internal systems, training and approaches and other tasks as needed

11. Keeping records of interactions with clients up to date and accurate on Salesforce, our client relationship management system

## Person Specification

### Essential

- Practice experience in one of the main service sectors where the Star is widely used, for example, family and children's services, mental health, homelessness or employability
- Experience, qualifications and/or skills in delivering training
- Consultancy, account management or client-based experience, preferably including supporting organisations through change
- Able to make clear and engaging presentations
- Clear and effective communication and interpersonal skills with staff working at all levels of an organisation
- Ability to work well both independently and as part of a team
- Be organised and able to prioritise competing pressures
- Ability to learn quickly and contribute to others learning
- Commitment to delivering a high-quality service
- Track record of being responsive to needs and as a problem solver
- Good IT skills and able to keep on top of emails and work on the move

### Desirable

- Experience of using the Outcomes Star from a management or practitioner perspective
- Have skills and experience of developing e-learning/ digital learning
- Delivering training in Motivational Interviewing, solution-focused therapy, or similar approaches
- Implementation of systems or approaches to support organisational change and development
- Ability to put together proposals for clients
- Training qualification
- Interest and experience in using outcomes data to promote organisational change

**Triangle is committed to supporting staff to reach their highest potential and there may be opportunities for development as the organisation continues to grow.**

### Location

Implementation Leads are expected to work from home and to travel throughout a specific region. We are currently recruiting to a number of posts across England and Wales.

As our clients are located across the country, there is a requirement for our staff to travel to deliver training and meet face to face, once this is permitted again and safe in the context of the Covid-19 pandemic. All travel expenses are paid for and we have a policy around travel, TOIL and flexible working.

The extent of travel varies depending on demand for training, client face to face and internal meetings. We endeavour to use trainers who live nearest to clients and have the benefit of our regional approach but there is an expectation that the post holder will be able to travel around their region with occasional overnight stays. We also deliver training remotely due to physical distancing measures.

**Reporting to:** Triangle Training Manager

**Terms and Conditions**

We are recruiting for permanent roles. We welcome applicants who wish to work between 28-35 hours per week.

**Salary and Benefits**

- The annual salary is £34,292 (full-time)
- Laptop and mobile phone provided for work purposes
- Generous pension scheme, flexible working arrangements, employee assistance programme, cycle to work scheme
- 25 days' annual leave plus bank holidays (pro-rated for part-time)

**Deadline for applicants:** Monday 7<sup>th</sup> February 2022, 12pm

**Interview** to be arranged Monday 21<sup>st</sup> February and Thursday 24<sup>th</sup> February using Zoom

**STRICTLY NO AGENCIES**

Triangle Consulting Social Enterprise, December 2021