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## COVID -19 UPDATE



During these unprecedented times and in adherence to the Scottish Government guidelines, our offices remain closed with our staff currently working from home. We understand how difficult the Covid -19 pandemic can be for everyone and how challenging everyday life could become as we head towards the winter months.

As a leader in employability services, we are continuing to offer support and help to our participants by changing the way we operate in order to comply with the rules put in place by national and local authorities.

We are here to help, as we always did and we are offering online telephone support and, online face-to-face interactions to help individuals to progress their confidence and skills needed to find and sustain employment.

In addition to our existing employability services we recognise it can be worrying to think about returning to work in the current climate and we have therefore prepared a workshop to raise awareness on how employers throughout the country are working to create a safe environment at work and what the guidelines are in place to keep everybody safe.

## PARTICIPANTS TESTIMONIALS

“ As a man in my mid 50s who had been made redundant for the 2nd time in my life, and living as I do in Morayshire which is not exactly a hot-bed of white-collar opportunity, I had limited expectations of finding meaningful work. At about the time of my redundancy I was also injured in a road traffic accident and was unable to consider working for around a year. I knew that a year out of the workplace would do nothing to improve my chances of finding a job so, once I felt able to work again, I contacted tsi Moray about doing some volunteer work and they put me in touch with LEAD Scotland. LEAD Scotland work to support learners with barriers to learn skills with a view to finding work and, whilst volunteering with them my volunteer Manager suggested I contact April Charlesworth who is a Job Coach on the Fair Start Scotland Programme. Having had an informal meeting with April to discuss the sort of support that the programme could provide, I arranged a referral through the Job Centre Plus and normally registered for the programme.



Since I started meeting with April in January of this year - initially face-to-face and then via telephone appointments - she has provided a positive voice in an occasionally bleak landscape. As Covid-19 took over and lock-down was imposed, as the number of people looking for work increased, April remained supportive and gave me the occasional nudge that I needed to ensure that I wasn't giving up. She arranged for me to attend Zoom courses that allowed me to revise skills in Customer Service and CV writing as well as signposting a series of three webinars titled 'Job Seeker Survival Strategies' which were run by Moray Wellbeing Hub and were designed to 'help those who are looking for work to maintain and improve their mental wellbeing during a difficult time'. In addition to keeping me focussed on finding work, April made sure that I never lost sight of the transferrable nature of the skills and experience that I have, particularly in view of the fact that I was looking to move into a different type of industry in another sector.

I am delighted to report that, despite the various difficulties presented by the current job market and those personal factors that seemed so challenging to me, I have now been offered a job. Whilst April didn't find me the job, didn't interfere to make sure that I was given an interview or in any other way, I did find the job whilst undertaking a job search in preparation for one of our meetings. April did encourage me to apply for jobs, even when I thought I had little chance of success, and she did help me to find reasons why I could do a job, rather than reasons why I couldn't.

I'm not going to say that I wouldn't have found work without the Fair Start Scotland Programme, but it certainly helped me to stay focussed, keep positive and keep going.

Thank you Fair Start Scotland and thank you April Charlesworth.”

*Simon*

## SUCCESSFUL STORIES

At Triage we take pride in our successful participants, here are some of their stories



- Mark\*** came on to the Fair Start service after being made redundant. He was anxious that due to his age he may be at a disadvantage when looking for a job. We created an action plan together, completed a CV update, wrote a cover letter and started to apply for jobs. Following these actions, in one week alone, the participant was invited to or had attended 6 interviews, with 2 offers of work.
- Elizabeth\*** was on service for 3 weeks before securing a new job as a Service Desk Analyst. Elizabeth suffers from dyslexia and dyspraxia which hinders her job application and paperwork completion. Our Key Worker assisted by updating her CV, submitting applications for roles and discussing with Elizabeth what additional support she would require in a new role, by conducting job analysis. After a successful interview, Elizabeth was offered the role. Elizabeth needed specific software installed on her computer system to minimize the impact of her disability, our Key Worker approached the employer and discussed this. The employer agreed to install additional software at a small cost. Elizabeth was happy in the role for 6 months with monthly contact with her Key Worker for In Work Support. In April, Elizabeth wished to apply for an internal role as a supervisor with the same company- a promotion. Her Key Worker offered application and interview assistance as part of her In Work Support, and Elizabeth succeeded in securing this supervisory role. Elizabeth is still employed and has never been happier in work".

\*names have been changed for privacy reasons

## TRAINING COURSES

We offer a wide range of training via Zoom to all our participants as part of our Fair Start Scotland service. As part of a monthly timetable we cover a range of subjects including:

Effective Communication	5 Ways to Wellbeing	Application Forms	Customer Service
Resilience	Employer Expectations	Money Management	Disclosing Health Conditions
Steps to Work	Interview Techniques	Moving Into Work	Pain Toolkit
Healthy Living	Confidence and Motivation	Mood Management	Job Goals
CV Tips	Transferable Skills	Mindset	Effective Job Search

## GET IN TOUCH

At Triage Highlands & Islands we are a team of friendly professionals trained to help you to achieve your goals and to support you throughout the process of finding a job.

Get in touch to speak with a member of our team and follow us on our Facebook page.

[www.triagecentral.co.uk](http://www.triagecentral.co.uk)



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## JOB VACANCIES

We are very excited that our team will soon be growing, we will have adverts going live shortly online for a Recruitment Manager and an Employability Key Worker. Please see our website for details, including how to apply. [www.triagecentral.co.uk](http://www.triagecentral.co.uk)

