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COVID -19 UPDATE



During these unprecedented times and in adherence to the SG 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.

SUCCESS STORIES

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

A New beginning for Gary

Gary went into work quickly but unfortunately he had had to leave his job due to marriage break down and housing troubles. When he got in touch with us, he was so confused about when he was moving into his new council house that he thought he might lose his accommodation and become homeless.

We helped Gary with the process of getting his new accommodation sorted and we also offered support with his application to get the grant to complete refurbishing the flat.

As a result, Gary felt immediately much better and thanked us for getting to the bottom of all this for him and finding out the correct information to apply for the grant successfully. It was clear that Gary needed just some support to get back on tracks.

Once the problem with his accommodation was resolved, Gary did not want to wait and he immediately asked for help with his CV and job applications. The very same day he started applying for jobs with his improved CV, he got a telephone interview and an induction day the following week.

Gary is now in full time employed and his moving into his new home next week. We are staying in contact with him to see if he needs any further assistance. Its remarkable how he has turned his life around in a matter of weeks.

Being now happier than ever, Gary is now talking about saving money for holidays and being able to do things with his kids.



Digital Inclusion - Our participants testimonials

It is apparent that many participants without digital devices and access to Wifi are at huge disadvantage, particularly as lockdown is in place.

Lockdown has seen an increase in poor mental health and anxiety and the lack of social contact is seeing many participants increasingly socially excluded from family, friends and support services including our own. At this time where support is needed more than ever and alternative online provision is unobtainable to those digitally excluded – the situation is exasperated.

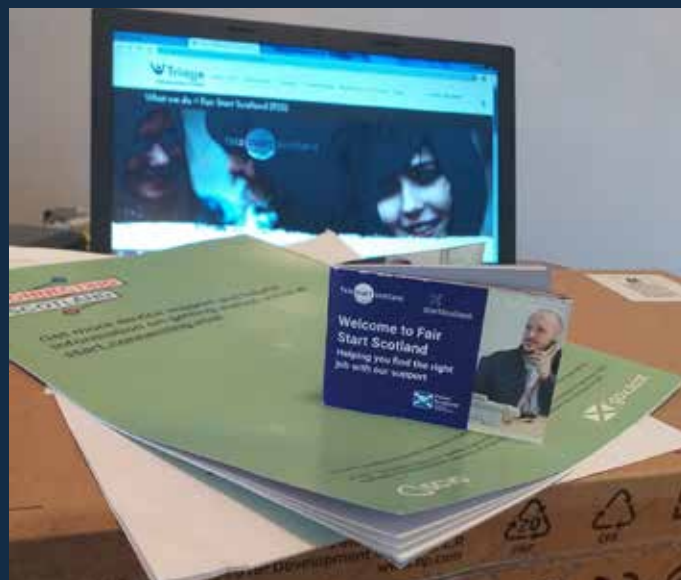
During lockdown, our clients have been unable to access public wifi and devices in our offices or at their local libraries as they would previously have done. These participants have had no or little support for health and well-being or employability and applying for online jobs and monitoring emails from home has been impossible.

We work in cooperation with **Connect Scotland Programme** to improve digital inclusion across Scotland.

To date 5 of our East Lothian FSS participants have been nominated and successful in being awarded a Chromebook (to keep) and one year of Wifi.

This will balance the inequality and allow the participants to have the same opportunities for social inclusion and social mobility as others.

A participant in East Lothian provided the following before and after impact:



"I am loving my new Chrome book! Before, when I got a text from JCP requesting update on job search I had to go to library to get access to the Wifi and PC – I could only use this for an hour – this caused anxiety and distress if the request came through later in day and I could not access library due to opening hours. Now I am Able to do this in my own time in comfort – no rush / time restrictions. Not having to rush to library – no stress anxiety.

*Having personal PC means I don't have to upload docs onto public PCs
Found easy as pie to set up with the guide. I have not had any experience with PCs or laptops and have found this great.
Finding my way around the Chromebook, have set up my emails and uploaded my CV for easy access.
Social media access – now have facebook where I am able to keep in touch with friends and family through messenger video calls which I could not afford on mobile data.
I can now access some of the workshops that my key worker has shared with me as I have really enjoyed training sessions in the past when I could access the Triage Central offices".*

TRAINING CALENDAR - Updated monthly

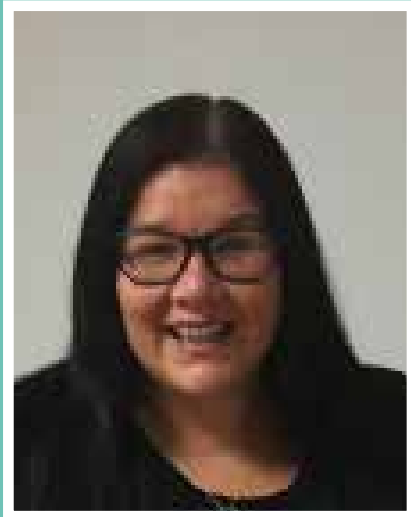
Date	TIME	COURSE
01/12/2020	10.00am - 11.30am	Assess Part 1 - To help you understand what skills and qualities you have to offer
01/12/2020	2.00pm - 3.30pm	Aspire - To help you understand the importance of setting goals for both their professional and personal life
01/12/2020	2.00pm - 3.30pm	Cover Letter Part 1 -To help you understand how to write an effective cover letter.
02/12/2020	10.00am - 11.30am	Cover Letter Part 2 -To help you understand how to write an effective cover letter.

Date	TIME	COURSE
02/12/2020	2.00pm - 3.30pm	Applications Part 1 - To help you understand how to compete an effective job application
03/12/2020	10.00am - 11.30am	Applications Part 2 - To help you understand how to compete an effective job application
03/12/2020	2.00pm - 3.30pm	Assess Part 2 - To help you understand what skills and qualities you have to offer
04/12/2020	10.00am - 11.30am	Interview Skills Part 1 - To help you understand how to perform effectively at interviews
04/12/2020	2.00pm - 3.30pm	CV Workshop - To help you to understand how to construct and adapt your CV
07/12/2020	10.00am - 11.30am	Confidence Part 1 - To help you to understand how to develop your own personal confidence
07/12/2020	2.00pm - 4.00pm	Interview Skills Part 2 - To help you understand how to perform effectively at interviews
08/12/2020	10.00am - 11.30am	Assess Part 1 - To help you understand what skills and qualities you have to offer
08/12/2020	2.00pm - 3.30pm	Aspire - To help you understand the importance of setting goals for both their professional and personal life
08/12/2020	2.00pm - 3.30pm	Cover Letter Part 1 - To help you understand how to write an effective cover letter
09/12/2020	9.45am - 12.15pm	CV Workshop - To help you to understand how to construct and adapt your CV
09/12/2020	10.00am - 11.30am	Cover Letter Part 2 -To help you understand how to write an effective cover letter.
09/12/2020	2.00pm - 3.30pm	Applications Part 1 - To help you understand how to compete an effective job application
10/12/2020	10.00am - 11.30am	Applications Part 2 - To help you understand how to compete an effective job application
10/12/2020	2.00pm - 3.30pm	Assess Part 2 - To help you understand what skills and qualities you have to offer
11/12/2020	10.00am - 11.30am	Interview Skills Part 1 - To help you understand how to perform effectively at interviews
11/12/2020	2.00pm - 3.30pm	Confidence Part 2 - To help you to understand how to develop your own personal confidence.
14/12/2020	10.00am - 11.30am	Confidence Part 1 - To help you to understand how to develop your own personal confidence.
14/12/2020	2.00pm - 4.00pm	Interview Skills Part 2 - To help you understand how to perform effectively at interviews
15/12/2020	10.00am - 11.30am	Assess Part 1 - To help you understand what skills and qualities you have to offer
15/12/2020	2.00pm - 3.30pm	Aspire - To help you understand the importance of setting goals for both their professional and personal life
15/12/2020	2.00pm - 3.30pm	Cover Letter Part 1 - To help you understand how to write an effective cover letter
16/12/2020	10.00am - 11.30am	Cover Letter Part 2 -To help you understand how to write an effective cover letter.

Date	TIME	COURSE
16/12/2020	2.00pm - 3.30pm	Applications Part 1 - To help you understand how to compete an effective job application
17/12/2020	10.00am - 11.30am	Applications Part 2 - To help you understand how to compete an effective job application
17/12/2020	2.00pm - 3.30pm	Assess Part 2 - To help you understand what skills and qualities you have to offer
18/12/2020	10.00am - 11.30am	Interview Skills Part 1 - To help you understand how to perform effectively at interviews
18/12/2020	2.00pm - 3.30pm	CV Workshop - To help you to understand how to construct and adapt your CV
22/12/2020	10.00am - 11.30am	Assess Part 1 - To help you understand what skills and qualities you have to offer
22/12/2020	2.00pm - 3.30pm	Aspire - To help you understand the importance of setting goals for both their professional and personal life
22/12/2020	2.00pm - 3.30pm	Cover Letter Part 1 - To help you understand how to write an effective cover letter
23/12/2020	10.00am - 11.30am	Cover Letter Part 2 -To help you understand how to write an effective cover letter.
23/12/2020	2.00pm - 3.30pm	Applications Part 1 - To help you understand how to compete an effective job application
24/12/2020	10.00am - 11.30am	Applications Part 2 - To help you understand how to compete an effective job application
24/12/2020	2.00pm - 3.30pm	Assess Part 2 - To help you understand what skills and qualities you have to offer
29/12/2020	10.00am - 11.30am	Assess Part 1 - To help you understand what skills and qualities you have to offer
29/12/2020	2.00pm - 3.30pm	Aspire - To help you understand the importance of setting goals for both their professional and personal life
29/12/2020	2.00pm - 3.30pm	Cover Letter Part 1 - To help you understand how to write an effective cover letter
30/12/2020	10.00am - 11.30am	Cover Letter Part 2 -To help you understand how to write an effective cover letter.
30/12/2020	2.00pm - 3.30pm	Applications Part 1 - To help you understand how to compete an effective job application
31/12/2020	10.00am - 11.30am	Applications Part 2 - To help you understand how to compete an effective job application
31/12/2020	2.00pm - 3.30pm	Assess Part 2 - To help you understand what skills and qualities you have to offer

MEET THE TEAM

At Triage, we are a team of friendly professionals trained to help you to achieve your goals and to support you throughout the process of finding and retaining a job. Here are some members from the areas we cover:



Sara Wilson

Key Worker - Fife
T. 07979 534027



Kirsty Haldane

Inwork Support Key Worker
T. 07873 302125



Joanne Steinberger

Engagement Consultant - Borders
T. 07873 300974



Dan Hughes

Key Worker - Midlothian
T. 07889 416365

For all general enquiries, contact Lee Bernard on: 07850 004354