**Job Description**

**Role: Outcomes Star Implementation Lead (Account Manager)**

**The Role:** The Outcomes Star touches many aspects of service delivery, from interactions with clients and worker skills to supervision and strategic decisions. The process of implementation can support positive organisational change but needs time and the right attention.

Implementation Leads are a critical part of supporting implementation, through building relationships, delivering training, supporting and practically helping clients to use the Star well.

**Outcomes to be achieved**

1. Triangle clients are making the best possible use of the Star:
   1. Their workers use the Star effectively with service users to help them understand what they need and to achieve positive changes in their lives
   2. Their managers use the valuable data the Star can generate (when used well) to understand the service strengths and identify any need for improvements
   3. They are using the right Star version, and the Star is an appropriate tool for them – we make sure people don’t use the Star if it is not right for them or their service users
2. Triangle is developing new products and approaches as it learns from its clients:
   1. We understand how clients are using the Star and learn from that
   2. Triangle staff contribute new ideas and support the development of new training, approaches and tools.

**Main tasks**

1. **Supporting** 60 clients at any time in whatever ways are needed to implement the Star effectively, overseen by the Implementation Manager Including the following:
   1. Initial contact with clients
   2. Putting together the best mix of training, support etc in an initial costed quote/proposal
   3. Delivering training or coordinating others to do so
   4. Developing ongoing relationships with clients where they welcome or need this, including:
      1. Reviewing implementation options and plans
      2. Using the Implementation Tracker and other tools to support clients make best use of the Star
      3. Helping them make the most of data they generate
      4. Ongoing support and keeping in touch, etc
2. Deliver training to clients (25 days per year) including the Core Course, Licensed Trainer Course and other sessions as agreed, with a focus on clients the worker is Implementation Lead for.
3. Liaise with other Triangle staff to ensure that the client experiences a coordinated approach.
4. Respond to new enquiries, by phone, email and meetings and deliver presentations about the Star as needed.
5. Support Triangle colleagues with specific projects related to using the Star in practice.
6. Support the development of new Stars taking a lead on client relationships and implementation.
7. Taking an active part in telling people about the Star and supporting broader dissemination of information to potential clients.
8. Where needed, support clients to set up and use our accessible web application - the Star Online - in coordination with the Star Online Support desk.
9. Identify and share opportunities for improving what we do, for new business, new Stars etc.
10. Contribute to development of new internal systems, training and approaches and other tasks as needed.
11. Keep records of interactions with clients up to date and accurate.

**Person Specification**

**Essential**

* Experience of working with social care, health or similar organisations
* 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
* Experience, qualifications and/or skills as a trainer
* Track record of being responsive to needs and as a problem solver
* Ability to work well independently and as part of a team
* Organised and able to prioritise competing pressures
* Ability to learn quickly and contribute to others learning
* Commitment to delivering a high quality service
* Good IT skills and able to keep on top of emails and work on the move

**Desirable**

* Practice experience in one of the main service sectors where the Star is widely used, for example family and children’s services, mental health or learning disability
* Experience of using the Outcomes Star from a management or practitioner perspective
* Ability to put together practical proposals and negotiate on costs with clients
* Interest and experience in using data to promote organisational change

**Reporting to:** Implementation Manager

**Terms and conditions**

This post is initially a 12-month contract.

This is a part time post - 3 days a week – (21 hours per week).

**This role is based in the West of England and the successful candidate will be expected to work from home**. The post holder must be prepared to travel extensively around the UK (and possibly overseas) to support organisations.

Current Salary for these posts is £32,000 per annum (for full time workers).

Benefits

• Mac and iPhone

• Childcare vouchers

• Pension scheme with generous contribution from Triangle

• 25 days’ annual leave plus bank holidays (pro rata).

Triangle Consulting Social Enterprise, April 18