

**CARERS
TRUST**

**Triangle of Care
Programme Lead
Recruitment Pack**

Triangle of Care Programme Lead

Programmes, Policy & Impact

Contract: Permanent

Hours: 35 hours per week - flexible working.

Salary: £42,000 - £45,000

Location: Hybrid anchored to either London/Cardiff/Glasgow Carers Trust office. Flexibility to work from other Carers Trust's offices around the UK when needed.

Reports to: Director of UK Network and Innovation

Responsible for: x1 direct report, alongside matrix project management

Why this role is pivotal to Carers Trust



The Triangle of Care Programme Lead has responsibility for managing the implementation and roll-out of the Triangle of Care across the UK. This dynamic quality improvement framework, pioneered by carers within secondary mental health settings is based on six principles which health and care providers can use to include and support unpaid carers, staff and those receiving care.

This role is the key point of communication for Triangle of Care members, leading on delivery of the Triangle of Care peer review and accreditation process and working closely with the Director of UK Network & Innovation and Executive Director of Programmes & Impact to grow and diversify the programme, in line with Carers Trust's Strategy.

In this role you will



- Raise awareness and membership take-up of the Triangle of Care programme with providers, carers, wider stakeholders, and decision makers.
- Lead on the implementation and quality assurance of the Triangle of Care membership programme in England, influencing stakeholders and practitioners.
- Be the key point of communication for individual Trusts and potential new members from other sectors regarding Triangle of Care.
- Maintain a register of the progress of Members through the membership scheme.
- Develop and uphold the quality of the peer review mechanism
- Manage and grow the Triangle of Care pipeline with providers, affiliates, network partners and carers
- Influence professional training pathways and practice of Trust staff to improve responsiveness to carers and highlight poor practice which can increase the risk of harm to families.
- Work closely with Carers Trust Policy and Nation Teams to influence carers agenda across key stakeholder relationships (NHSE, CQC, Welsh Gov, Scottish Gov etc.).

Our ideal candidate



- Impactful and effective communication skills (verbal and written) that can be flexed across a diverse range of audiences
- A track record of delivering successful projects to time, budget and high quality standards
- An understanding of product development in the context of a scheme or initiative that delivers a paid for or 'freemium' model
- Evidence of creating and supporting new relationships and ways of working
- Experience of working with others to develop and deliver a programme of stakeholder engagement nationally and locally
- A sound strategic understanding of the challenges that are faced by NHS and Local Authority services in achieving effective support for carers
- An understanding of national policy and its impact on quality in mental health and carers services and collectively to prepare and respond to changes
- An understanding of the carer landscape across statutory services, particularly in relation to secondary mental health services
- Experience of developing and/or leading quality assurance and improvement projects

Main responsibilities *(not an exhaustive list)*



Raising awareness and membership take-up of the Triangle of Care programme with providers, carers, wider stakeholders, and decision makers.

You will:

- Lead on the implementation and quality assurance of the Triangle of Care membership programme in England, influencing stakeholders and practitioners.
- Be the key point of communication for individual Trusts and potential new members from other sectors regarding Triangle of Care.
- Maintain a register of the progress of Members through the membership scheme.
- Develop and uphold the quality of the peer review mechanism
- Manage and grow the Triangle of Care pipeline with providers, affiliates, network partners and carers
- Influence professional training pathways and practice of Trust staff to improve responsiveness to carers and highlight poor practice which can increase the risk of harm to families.
- Work closely with Carers Trust Policy teams and Nation Directors to influence carers agenda across key stakeholder relationships (NHSE, CQC, Welsh Gov, Scottish Gov etc.).
- Line manage any consultants and new staff identified as needed to directly support the implementation of the programme

Pro-actively managing a network of Triangle of Care stakeholders at a local, regional and national level.

You will:

- Coordinate and service a renewed National ToC Steering Group
- Develop a community of learning to bring services, carers and third sector organisations together to share good practice, challenges and work to build a movement for change
- Oversee the creation and distribution of a range of ToC marketing materials for training, general education/information and publicity.
- Be responsible for co-ordinating a sector-driven TOC newsletter and web presence
- Exploit opportunities to create a presence for the Coordinator at conferences and training events, contribute to developments in professional training and provide articles for publication.

Driving continuous improvement of Triangle of Care scheme so that it is fit for purpose for Carers and Members.

You will:

- Ensure that the relaunched Triangle of Care 'product' is regularly reviewed and improved, to add value to Members
- Create appropriate awards for Members who evidence continuing review of all services and evidence this.
- Build partnerships with key stakeholders in health, social care and the third sector to increase the impact of TOC and increase awareness with professionals, carers, service users and citizens.
- Explore and support the expansion of the Principles of the TOC into 'new markets' (other areas of health and social care).
- Work closely with the Director of UK Network and Innovation and Executive Director of Programmes & Impact to ensure the future sustainability of the programme in line with Carers Trust 2022-25 Strategy.

Evidencing the impact of Triangle of Care.

You will:

- Work with colleagues across Carers Trust and the National Steering Group to develop a set of carer metrics and outcome measures of carer work (link to NHSE Dashboard).
- Develop a set of ToC performance indicators measuring the impact of the programme that can be integrated into Carers Trust and Members' annual reports
- Collate case studies/surveys highlighting the impact of ToC on unpaid carers
- Engage Members in the measurement of outcomes from the programme via carer feedback

How to apply



Please apply via the Carers Trust website as instructed.

For an informal conversation about the role please contact Carers Trust via recruitment@carers.org to arrange a call.

Application deadline: Thursday 1st August

Expected interview dates: 9th & 12th August

