

Job Title: ECHO Facilitator

Service Area: Shared Health, Mental Health and Addictions

Reports to: Manager, Specialized Services, Prevention and Education

Job Code: 30007928

Non-union: Exempt

ECHO (Extension of Community Healthcare Outcomes) is a virtual training and capacity-building model that supports healthcare providers in delivering high-quality, evidence-based mental health and addictions care in the local communities. Through multipoint videoconferencing, ECHO links care expert inter-disciplinary teams with front-line care providers in order to share best practices, jointly discuss practical recommendations for complex client care, and build sustainable communities of practice. This is an emerging area of practice and one that presents a significant opportunity for improving access to mental health and addiction services, both in remote and urban settings.

Main Function:

In this role, the Provincial ECHO Facilitator will collaborate with internal and external stakeholders to plan and execute multi-session virtual education programs provincially. The coordinator will oversee meetings and session logistics, including scheduling presenters/moderators, developing, collecting, sharing and printing relevant materials, guiding meeting agendas and preparing minutes, as well as coordinating with administrative support to ensure booking rooms, online meeting spaces, and teleconference lines are booked. The coordinator will also support the program with participant recruitment and communicate with healthcare provider participants and clinical educators before, during, and after the session to ensure they can adequately engage in the program. In addition, the coordinator will engage with diverse program stakeholders to understand their needs, support the evaluation of sessions and consider ways to integrate feedback to support high-quality services. The coordinator will also support program communication materials, including updating content on the website and orientation packages.

Experience:

- Minimum of 5 years' experience in health professional/clinical education.
- Experience in curriculum design and multimedia education, including online learning.
- Evidence of superior communication skills.

Education:

- A Bachelor's degree in health-related professions is required. A master's degree in a health discipline is preferred.
- An equivalent combination of education and experiences may be considered. Coursework/certification in adult and/or continuing health professional education is an asset.

Qualifications and Skills:

- The provincial health system in Manitoba has adopted the [LEADS in a Caring Environment](#) framework.
- Excellent interpersonal skills, organizational and decision-making skills required.

- Must have excellent English communication skills, both oral and written.
- Excellent facilitation skills.
- Understanding of continuing medical/psychosocial education, the mental health and addictions system, digital health solutions and software (including Zoom) are required.
- Strong customer service skills are required.
- Ability to manage their time, as well as organize and prioritize tasks is required.
- Strong knowledge of various research and statistical methodologies, as well as, leading, planning and executing research projects.
- Passion for health equity, and building capacity amongst Manitoba healthcare professionals.

Required Licenses, Registrations, Designations:

- Active member in good standing of an associated regulatory body as appropriate.

Physical Demands and Working Conditions:

- May be required to work safely in a typical computerized office environment with frequent meetings.
- May be required to travel throughout the service area requiring a valid Manitoba driver's license and use of a personal motor vehicle.

Major Responsibilities:

Responsibilities can be grouped under sub-titles and percentage of time required for each may be included.

Title of Main Function 1: Program Coordination (30%)

- Participates in the assessment, planning, development, implementation, evaluation, revision, coordination of educational programs that are instructionally sound and will enable staff to acquire the knowledge and skills necessary to fulfill professional practice standards and competency requirements as well as support quality patient care.
- Coordinates provincial ECHO meetings and session logistics.
- Coordinates with ECHO hub teams (physicians and allied health professionals) to support their ability to educate and build communities of practice through ECHO sessions.
- Networks and builds relationships with a variety of internal and external contacts spanning various disciplines
- Coordinates ongoing feedback and program analytics to incorporate continuous improvement to program delivery.
- Coordinates the development of content and maintenance of the ECHO website.
- Ensures resources are accessible, interprofessional and supportive of team- and workplace-based learning
- Leads knowledge exchange activities among various stakeholders.
- Develops and maintains excellent working relationships with a broad range of individuals and organizations, including the ability to facilitate, collaborate, and resolve conflict.

- Participates in Steering Committee ECHO Planning meetings to identify priority learning needs and competencies of HCPs and implement strategies to address them, with a focus on the knowledge and skills required by the broadest number of providers.
- Participates and contributes as a team member to strategic planning and quality improvement of program delivery
- Collects and analyzes evaluation data from participants and reports to Manager
- Participates in the evaluation of program deliverables to assess the quality of the ECHO sessions, adult learning processes, future goals and objectives of learning sessions.

Title of Main Function 2: Facilitation (30%)

- Facilitates ECHO sessions to promote engagement, learning and collaboration
- Facilitates sessions lead by session content expert.
- Effectively facilitates dialogue and incorporates sensitivity amongst participants with diverse backgrounds, opinions and experience.
- Actively listens throughout the session and creates an inclusive environment.
- Communicates clear guidelines and instructions.
- Applies the principles of cultural safety proficiency, team dynamics and group processes to enable quality learning and effective interprofessional collaboration
- Creates and distributes agenda for each ECHO session in collaboration with session lead for each topic.

Title of Main Function 3: Research (20%)

- Assists with research related activities, including but not limited to, the development of research protocols, coordination of research activities, preparation of slide decks for presentation, preparation of spreadsheets, preparation of data for analysis.
- Conducts baseline and follow-up interviews and administer questionnaires to project participants where necessary (both individually and in focus groups).
- Conducts literature and database searches.
- Prepares literature reviews.
- Engages in data analysis and prepare summary reports.
- Contributes to knowledge transfer activities.

Title of Main Function 4: Communication (20%)

- Coordinates session registration, online meeting spaces, teleconference lines and other session logistics.
- Prepares the annual ECHO session schedule as well as marketing and promotion of sessions to a variety of audiences.
- Coordinates the sharing and printing of relevant materials, guiding meeting agendas and preparing minutes.
- Communicates with physicians and allied health professionals with respect to ongoing administrative and technical needs and the delivery of ECHO sessions.
- Communicates with internal and external stakeholders.

This position is guided by the foundational documents of the organization including the organizational vision, mission, values and policies, and available tools, models, methods and standards to support best practices from established independent organizations, applicable legislation, regulations and standards.
