

### **ECHO Lead**

ECHO Medical/or non-medical lead will provide planning, oversight, and direction of adapting the ECHO Model for use in the chosen chronic disease or initiative. Primary duties and responsibilities will include:

1. Coaches and advises project leaders in implementation of the proposed program.
2. Participates in the development, implementation, and maintenance of individual project objectives and short and long-range plans
3. Collaborates with project team to identify project goals and objectives
4. Oversees the diverse team of professional/technical and support staff at Project ECHO involved in the planning of the clinic, both directly and through managers and supervisors
5. Manages the working relationships between project team, administration, and principal operational stakeholders.
6. Develops and updates educational/curriculum materials.
7. Conducts onsite and virtual trainings to recruit new spokes
8. Facilitates/co-facilitates teleECHO™ clinics

### **ECHO Clinical or non-clinical consultant (specialty facilitator) – if needed in addition to the ECHO Lead**

ECHO Specialty Consultant will serve as an ECHO consultant if additional specialty consultation is needed on the Hub team and will use his or her expertise to educate Spoke participants regarding proper assessment, planning, implementation, and diagnosing and responsibilities to include:

1. Develops and updates educational and curriculum materials
2. Conducts onsite and virtual trainings to maintain and recruit Spoke participants
3. Collaborates with ECHO lead to ensure that project goals and objectives are met
4. Utilizes and shares expertise in the mentoring and educating Spoke participants using the ECHO Model.
5. Facilitates (weekly/bi-weekly) teleECHO clinics

### **ECHO Program Manager/Clinic Manager (could be a nurse)**

Manages the day-to-day operations of a specified area, including coordination of teleECHO clinic initiatives and deliverables. Will direct the planning and oversight of the team's activities with primary duties and responsibilities to include:

1. Oversees project initiatives and the the day-to-day management of the team working with the Spokes or specific stakeholders.
2. Create and implement capacity building and quality improvement strategies based on the needs of spokes and or stakeholders
3. Develop knowledge networks and the learning loop concept as spoke participants develop skills using the ECHO Model
4. Direct guidance and coaching in the implementation of teleECHO clinics
5. Uses experience with the ECHO Model to train and assist Spoke participants in adapting/replicating the ECHO Model
6. Participates in teleECHO clinics and training activities
7. Facilitates trainings and teleECHO clinics
8. Develops/implements ECHO training programs

9. Assists with the development of tracking and evaluation programs to assist in the accomplishment of established project goals and objectives
10. Collaborates with team members on ECHO educational curriculum/materials

### **ECHO Distance Education Coordinator (Clinic Coordinator)**

Coordinates and facilitates information flow between the ECHO hub and ECHO spoke participants in rural and urban areas. Primary duties and responsibilities include:

1. Provides administrative and operational support for Hub team and Spoke participants
2. Assists in the production and distribution of teleECHO clinic course materials and schedules
3. Facilitates delivery of clinical/training content using a designated communication vehicle
4. Executes surveys and feasibility studies for policy formation and improvement of services
5. Conducts training for other spoke participants in relation to the duties of a distance education coordinator
6. Assists with the development of clinical and curriculum brochures
7. Coordinates the development and preparation of marketing and promotional plans and/or materials, as appropriate to the program
8. Serves as liaison between hub facilitators and spoke participants
9. Coordinates instructional course activities, which may include the logistics for distance delivery technologies
10. Facilitates and enhances day-to-day operating relations with site coordinators and other stakeholders, as appropriate to the position
11. May open up with clinic – introductions, clinical announcements, etc.

### **ECHO IT User Support Analyst**

Provides integrated, advanced technical and user support to a major, multifaceted organizational unit between Project ECHO and various spoke participants throughout the state, nationally, and internationally. Primary duties and responsibilities include:

1. Serves as a primary IT liaison to spokes
2. Advises and assist with management of video-conferencing software installation and connection testing
3. Performs remote and local IT trainings with participating ECHO spoke and hub sites as needed
4. Will identify and develop working relationships with affected IT constituencies at all levels
5. Analyzes and solves problems related to complex computer applications and systems for hub and spoke sites
6. Provides a wide range of in-depth technical assistance and guidance to both spoke and hub participants
7. Reviews, evaluates, and recommends solutions for hardware and software acquisitions
8. Uses established fact-finding procedures, knowledge of pertinent work processes and procedures, and familiarity with related programming practices, system software, and computer equipment to provide required analysis of business and/or scientific problems
9. Develops and delivers IT related presentations to replicating partners
10. Facilitates TeleECHO clinics from an IT standpoint