



## **JOB DESCRIPTION**

**Post Title:** Project ECHO Support Assistant

**Responsible:** Project ECHO Team Lead

**Accountable to:** Project ECHO Executive Lead

### **Overall Purpose of the Role**

Project ECHO is a pioneering method of education delivery of which St Luke's are at the forefront.

The post holder will be responsible for the coordination of training and education across the St Luke's hub, providing administrative support to staff within the ECHO partnership ensuring the programmes run smoothly at all times.

### **Administrative processes**

- To develop and maintain administrative procedures and operational support to the Project ECHO team under the instruction of the Project ECHO Team Lead.
- To develop and ensure maintenance of filing and administration systems in relation to Project ECHO.
- To organise and audit the Project ECHO's systems and procedures, including maintaining accurate and up-to-date records and producing monthly reports and annual statistics regarding Hospices' ECHO activities.
- The post holder will be responsible for the collection of Project ECHO data and supporting research evaluation and the raising of alerts to the Project Team Lead.
- Participates in regular Project ECHO team meetings internally and also with external partners, including taking minutes or delegation of same, if required.
- To provide administrative/IT support for Project ECHO Super Hub training, including sharing of knowledge, skills and experience.
- To undertake other administrative duties, including diary management, typing & filing of correspondence, memos, reports and presentations as required, photocopying, and the preparation of agendas and the recording and transcribing of minutes at meetings
- Manages the co-ordination of communication and information flow between Project ECHO spokes and the "Hub" at St Luke's, as well as external organisations.



Sheffield's Hospice

- Co-ordinates the development and preparation of marketing and promotional plans and/or materials, as appropriate to the program.
- Co-ordinates the implementation and delivery process of Project ECHO education programmes under the instruction of the Project ECHO Programme Lead.
- Co-ordinates the booking process for participants to sign up to Project ECHO education programmes.
- Interacts with the ECHO Leads and the selected spoke sites in order to co-ordinate the development and publication of Network/Course schedules with "Hub" and "Spokes".
- Co-ordinates the logistics of equipment, facilities and IT support.
- To provide IT support with the teleconferencing software in Project ECHO sessions, liaising with the ICT department to highlight any issues to ensure smooth running of the educational sessions.
- Provide advice and IT support to enable participants to join the ECHO sessions
- To relocate equipment either for set-up or storage in a safe manner.
- Supports the evaluation of ECHO sessions, ensuring timely reports are produced and distributed to Project ECHO team.
- Supports data collection for research studies and feasibility studies, compiling information and preparing reports for policy formation and improvement of services as necessary.

## **General**

All St Luke's employees are required to:

- Abide by the Health & Safety at Work Act.
- Provide support at fundraising events outside of normal office hours.
- Attend mandatory training annually
- Respect confidentiality applying to all St Luke's areas.
- Work within St Luke's policies and procedures.
- Comply with the St Luke's no smoking policy.
- Participate in and contribute to team meetings.
- Co-operate and liaise with departmental colleagues.

All St Luke's employees are expected to:



Sheffield's Hospice

- Demonstrate a commitment to their own development, to take advantage of education and training opportunities and develop their own competence.
- Support and encourage harmonious internal and external working relationships.
- Make a positive contribution to fundraising and raising the profile of St Luke's

## **Our Values**

The Board and Executive agreed St Luke's organisational values in 2015 ensuring they reflect our culture and what we want to achieve together. We have four simple values which set out how we work together to achieve success at St Luke's.

No matter what area of St Luke's we work in and no matter who we work for, we are committed to the following ways of working:

- Compassionate
- Dignified
- Inspired
- Pioneering

Values are really important throughout every team here at St Luke's, we are all responsible for ensuring our values are displayed and to ensure they form a core part of everything that we do at St Luke's. They influence our behaviours, our language, the way we interact with each other as employees and also as human beings. In bringing our values to life, we have created a booklet entitled 'The Little Pink Book' which supports all of us at St Luke's in helping us to put our values into action through our behaviours every day.

We expect staff to familiarise themselves with our values and the expected behaviours, and to ask if they feel these conflict in any way with their roles. These values and behaviours will be used as a reference in our day-to-day working lives, and how we respect St Luke's and those associated with it.

**This Job Description is not exhaustive. It will be subject to periodic review and may be amended following discussion between the post-holder and employer.**

**Date agreed: June 2021**