LIVING WELL COORDINATOR

POSITION DESCRIPTION

The Living Well Coordinator is key to the successful implementation of Stanford's Self-Management Programs in Utah, including: Chronic Disease Self-Management Program (CDSMP) known in Utah as the Living Well with Chronic Conditions program (LWCC), and the Diabetes Self-Management Program (DSMP) known in Utah as Living Well with Diabetes (LWD). The Living Well Coordinator is the organization's main contact for implementing and managing all aspects of Stanford Self-Management Programs as well as the main contact for communicating with the Utah Arthritis Program (UAP). Outlined below are the Coordinator's basic roles:

- **Dedicated time:** It is recommended that this position be part of a job description with a specific time allocation (10%-50% FTE depending on number of workshops planned). The Living Well Coordinator position should not be an add-on for an already busy person.
- Be familiar with the Living Well program. It is strongly recommended that the Living Well Coordinator be trained as a Living Well peer leader, although this is not required.
- Read the Living Well Coordinator Handbook, and review/refer to it as often as necessary.
- **Schedule workshops:** Find and reserve community or organizational sites to host workshops. Create a workshop calendar (preferably year-long) that outlines scheduled workshops and update as needed. Add workshops to the Partner Portal, so that if they are open to the public the workshops will show up on the Find a Course/Workshop page.
- Organizations are encouraged to collaborate with each other in running workshops together. It is highly recommended that the two organization's Coordinators meet and discuss *before* the workshop occurs, what each partner will contribute (Peer Leaders, materials, location, recruited participants, etc.) If both organizations are receiving reimbursement funds from UAP, please indicate on the Attendance Log form how participants will be split between organizations (50%/50% is recommended, however any mutually agreed upon arrangmeent is appropriate) by indicating next to each participant's attendance line which organization will receive credit for which participant. In the case that one organziation is receiving reimbursement funds from UAP and the other is not, make sure both partners are aware of this and have made arrangements prior to holding a workshop that are fair and agreeable to both parties.
- **Recruit and Manage Peer Leaders:** Identify and recruit ideal Peer Leaders following Stanford guidelines, the Peer Leader Position Description. Sign a Peer Leader Agreement form to register someone into a 4-day Living Well Peer Leader training. Make sure registered Peer Leaders are aware of the $200 cancellation fee which will be charged to your organization in the event of them cancelling or failing to attend all 4 days of the training. Coordinate with UAP to pay the cancellation fee when necessary, and coordinate with the individual who cancelled to recoup the cancellation fee through their paying or reimbursing your organization the cancellation fee, as per your organization's policy.
- Maintain contact information for all leaders and coordinate two leaders for every scheduled workshop, maintaining the same two peer leaders for the duration of the entire worship. Obtain supervisor's approval for Peer Leaders who use staff time to lead workshops. Coordinate stipends for any volunteer Peer Leaders. Manage base of Peer Leaders with respectful communication and whenever possible, recognition.
- Sharing Peer Leaders: If you need to "borrow" a Peer Leader from another partner organization, it is strongly encouraged that you first communicate with their Living Well Coordinator to ask permission, in case their Coordinator plans to use them for a workshop in the near future. This respects the work and effort of their Coordinator to recruit and train the Peer Leader and maintains friendly and cooperative partner relations. Although a Peer Leader is at liberty to work for any Living Well implementation organization s/he pleases,

observing this coordination policy will encourage positive and smooth collaboration.

- **Recruit Participants:** Coordinate marketing and promotion efforts to find and register 10-15 participants for each Living Well workshop. Begin promotion at least a month in advance for a scheduled workshop. Consider suggestions and guidance found in the Coordinator Handbook, the Living Well Coordination Workgroup, and from UAP staff. Be the point contact for interested persons calling and wishing to register into your organization's scheduled workshops (your name and number will be listed on promotional materials) or communicate with the UAP who the contact person will be for registering participants.
- **Maintain program Fidelity:** Be familiar with and maintain Stanford program fidelity requirements and maintain fidelity by completing "fidelity checks" to observe first-time Peer Leaders and experienced Peer Leaders ideally once per year. Use the Fidelity Checklist tools on the Partner Resource webpage: http://health.utah.gov/arthritis/partner_resources/fidelity.html
- **Offer workshops under an approved Stanford License.** If your organization is offering workshops under the UAP's statewide license from Stanford, maintain fidelity of program so as not to jeopardize the statewide license. If not under contract with UAP, sign the Partner Agreement form in order to work under the statewide Stanford license.
- **Order Materials:** Order sufficient books from Bull Publishing (see Coordinator Handbook, Pg. 14) and compile all program materials necessary to hold a workshop.
- **Submit Data and Paperwork:** Gather and submit workshop data (individual data form and attendance form) to UAP within 10 days after the end of a workshop. A set of 10 books will be mailed to you for every three workshops (data sets) reported to UAP, which have a completion rate of 75% or higher.
- **Follow security and privacy protocols** for personally identifiable information of participants, and ensure Peer Leaders do the same. Maintain data records collected from program participants in a secure, locked place until mailed to UAP. If data is electronically submitted to the UAP via email, the Living Well Coordinator will destroy the original data records by shredding and/or electronic purging once the UAP has confirmed receipt of copy.
- Attend the Living Well Coordination workgroup calls as scheduled every other month.
- Reach out to and communicate with UAP for any technical assistance needs or questions. Refer to the UAP's Partner Resource pages for forms and tools as needed: http://health.utah.gov/arthritis/partner_resources/coordinators.html
- Use the Partner Portal online tool in order to manage Peer Leader information, add workshops, securely submit participant data, and generate reports.
- Conduct program evaluations when applicable. Administer and gather participant satisfaction surveys, health outcomes surveys, or UAP surveys as needed.
- Serve as the Emergency Contact to cover workshops when one of your Peer Leaders cannot lead a workshop, falls sick, or in the case of emergencies or questions.
- Receive periodic site visits from the UAP for any support or technical assistance.
- If under contract with UAP, submit regular quarterly progress reports and invoices.