

LJIST SUPPORT ROLES GUIDE

VIRTUAL DELIVERY CLIENT SUPPORT ROLES

The following roles should be designated to three different people by the time of the Planning & Logistics call.

POINT OF CONTACT (POC)

Communicates With: LJIST Facilitators and Ilana Uemura, Client Care Manager

- Email: info@ljist.com (and LJIST Associate, if known)
- Phone: 503-281-5570

Expectations:

- Participate in Planning & Logistics Call, Technology Check, and Debrief Call. The POC may decide to leave the call during the Logistics portion, as applicable.
- Send relevant background information on organization and participants to Client Care Manager to share with Facilitators, as needed/requested.
- Set tone for the event by sharing how the organizational values and goals align with the LJIST workshop content and team approach, increasing the potential for a successful workshop.
- Answer general questions and address concerns prior to the event, communicating with LJIST, as needed.
- Update LJIST team by phone or email of any relevant changes prior to the workshop (changes in staffing, controversial topics that have emerged, recent events that impact participants, etc.) immediately.
- If desired, join the LJIST team for a 15-30-minute debrief after each delivery session.

LOGISTICS LEAD

Communicates With: Ilana Uemura, Client Care Manager

- Email: office@ljist.com
- Phone: 503-281-5570

Expectations:

- Participate in Planning & Logistics Call and Debrief call, if applicable. The Logistics Lead may only participate in the Logistics portion of the Planning & Logistics call.
- Share the provided invitation letter with potential participants and coordinate with the Client Care Manager to ensure all participants complete the registration form and waiver at least 3 weeks prior to the session.
- Secure that participants commit to attend the entire workshop and complete the pre-work, managing requests and relationships with participants prior to and between sessions (including requests for late arrivals, early departures, etc.) Communicate promptly with LJIST team to communicate emergencies that impact participation.
- At the start of each session, communicate with anticipated participants to ensure that all participants are logged in and ready to start promptly. Update LJIST Associate with information about any participant delays.

TECH LIAISON

Communicates With: Ilana Uemura, Client Care Manager

- Email: office@ljist.com
- Phone: 503-281-5570

Expectations:

- Participate in Planning & Logistics Call, if applicable, and Technology Check.
- Review the provided Zoom Pro-Tips document provided to participants and contact Ilana at office@ljist.com with any questions.
- Provide contact information so that LJIST can point participants to you with tech-related questions before the delivery.
- Be available to participants in advance of the workshop to ensure inclusive participation during the session
- Meet with Ilana for a 15-30 minute Technology Check call before the delivery to confirm roles and test technology.
- Provide a 15-minute Zoom Tech Lab 30 minutes prior to the start of the first session, when applicable. LJIST will provide a template script and PowerPoint to use, as needed.
- Support participants with light technology needs throughout the workshop, taking initiative to ensure participants are supported to participate fully.

With any questions about these roles, please contact Ilana at office@ljist.com.