## ROLE DESCRIPTIONS

When implementing Sekoia the organisation will be introduced to a variety of roles in relation to the system. Management must select qualified employees to fill the various roles. This document seeks to provide a basic understanding of what the different roles contain.

**System administrator** Manages an overarching role in setting up the system and glance across organisations, typically a key person at a higher organisational level. The role is not a prerequisite for the application, but in care home groups with several homes within the same area, it may be appropriate in the long term to have an overall insight into the application.

**Managers** The manager’s role is a fundamental prerequisite for the success of the implementation and future nesting in the organisation. The managers carry the responsibility of deciding the overall objectives and framework to use, and to support the employees' participation in both the implementation and the on-going use of the system. Therefore, leaders' presence and visibility should be prioritised in all phases of the dissemination of "WHY" the choice of using Sekoia has been made. The motivation is biggest if it comes directly from the leaders themselves.

**Administrator** Often has the same role and responsibility as Super Users, but can in addition manage and maintain employee profiles. Eventually, the role could be expanded with several setup tasks that support any management decisions.

**Super Users** Super users play a vital role in both the implementation and future operation of Sekoia. They come to be the system's ambassadors, and therefore strong professional knowledge and communication skills are a higher weighted quality than great technical understanding. Super Users are in charge of daily operations of the administration in Sekoia, including creating residents’ tasks and maintenance of standard events.

The constellation of super users is different from organisation to organisation, but generally, it is recommended that the group have a wide distribution of professional expertise, teams/departments and shifts. At the same time, it is recommended that they are not overburdened with other tasks in the implementation phase.

**Employees** Accessing primarily Sekoia from the touch screen, but also have the ability to access a number of functions in the administration module such as photos, calendar, contact book. The employees, along with everyone else, have a responsibility that the information located in Sekoia is correct. If there are changes in an individual's needs or daily routine, then the information in Sekoia should reflect this. In addition, employees are responsible for ensuring the use of the system and helping each other get the most out of the application.

## Supplementing roles

**Activity coordinators** Their role is to offer activities and collect participation data of residents in the organisation. Super users can allocate this role to existing employees; it is not a requirement that you have a separate role created to manage activities in the system. External coordinators can also carry the role.

**Relatives** Relatives are not automatically given access to the system. After consent from the resident, the relatives can be invited to access a few functions in the administration such as photos, calendar and contact book. Prior to the involvement of relatives, the organisation should align expectations in relation to the agreements that are made for the relatives' participation. Therefore, relatives will only be involved once the employees and management are confident in using the system and have a basis for making that decision.

**Residents** As the screens are placed in the residents' rooms, they also carry a role in relation to the screens. Residents have from their menu access to a range of applications that are specifically designed for their use. If a resident is very active on the screen, you may have to have a conversation with them about the employees’ need for access. Otherwise, residents should be encouraged to use the screens, as they cannot delete any data.