

# Making Every Contact Count Toolkit

## Key Tasks of Making Every Contact Count Lead/Implementer

The Making Every Contact Count Lead/Coordinator is a key role in supporting the implementation of Making Every Contact Count within an organisation. The role may be on a secondment basis for 12 months or a permanent position/part of an existing identified role within the organisation.

The key tasks of this role in supporting Making Every Contact Count implementation will be to:

- Develop an implementation plan using the Making Every Contact Count toolkit for the organisation.
- Set up a steering group for Making Every Contact Count to provide support for implementation (they may chair the group or have an identified chair). See Sample Terms of Reference.
- Organise staff engagement activities.
- Identify a Making Every Contact Count Trainer who will deliver training to the workforce.
- Co-ordinate the delivery of Making Every Contact Count training for the organisation.
- Co-ordinate and manage the monitoring and evaluation of Making Every Contact Count once implemented.
- Work with people and organisations to ensure they are able to accept people signposted as result of the Making Every Contact Count initiative.
- Organise dissemination and celebration events to make Making Every Contact Count visible within the organisation.