



Local IRIS Leadership Team

Roles and Responsibilities

IRIS implementation is driven by a community-based leadership team comprised of an IRIS Champion, Coordinator, System Manager, and Data Manager. While distinct responsibilities are assigned to each role, an individual can fulfill more than one role depending on skillset and capacity. With the support of the IRIS Implementation Team, these local IRIS leaders guide their community partners through implementation as well as monitor and cultivate the IRIS community after launch.

THE COMMUNITY CHAMPION IS:

The main point of contact ...

- Between a community and the IRIS Implementation Team, providing status updates and proactively seeking technical assistance.

The leader who ...

- Oversees the implementation plan and timeline, leading partners in maintaining focus and motivation.
- Communicates a clear vision of how IRIS can improve the community's ability to connect individuals and families to needed services.
- Promotes IRIS adoption by a diverse set of agencies, providers, and community-based organizations.
- Facilitates discussions about configuring IRIS and developing shared expectations of use.
- Cultivates the IRIS network post-implementation by promoting partners' commitment to the vision and recognizing the impact of their collective work.

A data champion that ...

- Brings partners together post-launch to facilitate conversations about IRIS data to support continued improvements to the IRIS community.

A Successful Community Champion Will:

- Create the capacity needed to lead implementation.
- Be regarded as a credible leader by community partners.
- Understand the community and referral network's history and unique needs.
- Demonstrate a growth mindset characterized by curiosity and persistence.
- Seeks and amplifies unrepresented perspectives in decision-making.
- Respond to barriers and challenges by adapting approaches.
- Model comfort with productive conflict and willingness to compromise.
- Inspire partners' confidence in their capacity to solve problems and generate change.

Time Commitment:

- **Implementation:** Approximately 4-6 hours per week.
- **Post-launch:** Less than 2 hours per week on average. Additional hours will be required to prepare for and facilitate quarterly meetings.

THE COMMUNITY COORDINATOR IS:

The point of contact ...

- For current and prospective IRIS partner organizations and users, both during implementation and post-launch.

The project coordinator who ...

- Plans and organizes ongoing community partner meetings.
- Meets with potential partners to demonstrate IRIS to inform their understanding of the application.
- Explains participation expectations to prospective IRIS partner organizations.
- Helps organizations plan and prepare for launch.
- Communicates frequently and positively with IRIS stakeholders during implementation and after launch, providing status updates, identifying challenges, and amplifying bright spots.
- Provides frequent implementation updates to the Local IRIS Leadership Team, including a candid assessment of challenges and barriers.

A Successful Community Coordinator Will:

- Create the capacity needed to complete IRIS responsibilities and become a confident expert in the system and community approach.
- Carry the trust and confidence of IRIS partners.
- Demonstrate strong organizational skills and attention to detail.
- Build positive relationships with IRIS partner organizations.

Time Commitment

- **Implementation:** Approximately 6-8 hours per week
- **Post-launch:** Less than 4 hours per week.

THE SYSTEM MANAGER IS:

The IRIS administrator who ...

- Builds the IRIS community in advance of launch by:
 - Assigning Referral Information Fields and Service Areas determined by the community.
 - Uploading Community Documents.
 - Collecting Organization Access Forms.
 - Creating organizations and ensuring receipt of data agreements
 - Granting user access.
- Maintains on-going application management by:

- Creating organizations that join IRIS post-launch and granting user access for new staff.
- Managing user access including approving new user requests and addressing inactive or locked user accounts.
- Revising Referral Information Fields, Organization Details, and Service Areas and uploading Community Documents, as directed by the community.
- Monitors the IRIS community post-launch, troubleshooting issues at the organization and community level.
- Communicates with the network by welcoming new users to the IRIS Community

A Successful Systems Manager Will:

- Create the capacity to respond in a helpful and timely manner to inquiries from partner organizations.
- Confidently perform key technical functions in IRIS.
- Demonstrate strong organizational skills and attention to detail.

Time Commitment

- **Implementation:** Approximately 2 hours per week, increasing up to 6 hours per week in the month preceding launch.
- **Post-launch:** 2-4 hours per week, depending on network needs. Additional hours will be needed during any periods of network expansion.

THE DATA MANAGER IS:

The local data administrator who . . .

- Downloads and cleans community IRIS data.
- Aggregates, formats, and disseminates community data for review and discussion by partner organizations.
- Monitors IRIS data trends and troubleshoots issues at the organization and community level.
- Supports users with data-related inquiries.

A Successful Data Manager Will:

- Carry the trust and confidence of IRIS partners.
- Comfortably interact with aggregate community data.
- Demonstrate strong organizational skills and attention to detail.

Time Commitment

- **Implementation:** The Data Manager does not have technical responsibilities during the implementation phase but should participate in implementation activities.
- **Post-launch:** Approximately 2 hours per week, depending on network needs. Additional hours will be needed to prepare data summaries for quarterly community meetings.