**Site Administrator Roles, Responsibilities and Outcomes**

Each subscribing organization is required to appoint at least one (1) staff member as

Site Administrator.

They are responsible for:

a) administering the platform for the service (e.g. maintaining, managing and ensuring the

accuracy and currency of member listings and listings of services on the platform)

b) liaising with Care Opinion (e.g. discussions about stories, responses and the progress of

implementation), and disseminating communication about the platform (e.g. training

sessions, webinars, learning resources)

c) working with stakeholders with varying roles across different areas of the organization (e.g.

quality and safety, clinical governance, patient experience, marketing and communications, consumer engagement, as well as clinical staff and volunteers).

**Training Outcomes**

Comprehensive training sessions and resources are available to equip Site Administrators to

confidently and competently administer the Care Opinion platform on behalf of their

organization. When a Site Administrator has completed all the training sessions, they will be able to

confidently and competently:

* Navigate the Care Opinion platform, including how to find resources & guides.
* Complete service tree templates to manage the listing of services provided by their organization.
* Manage member access to the platform which includes:

-adding staff members to and removing them from the subscription

-grant and adjust staff access levels to the platform

-set and adjust the alerts members receive.

• Download and co-brand digital promotional images

• Assist consumers to share their stories and train other staff members in the assisted

storytelling process

• Create invitation links to support the running of story generation and consumer engagement

campaigns

• Add story tags to stories

• Understand and review story responses for quality through a relational lens

• Use advanced search features to filter stories and responses

• Run, save, schedule, interpret and share reports and data

• Embed widgets on the organization’s website

• Edit ‘CO Hero’ certificate templates (if the organization wishes to utilise this option).

While there will be occasions when individual training sessions may be offered, it is not possible to

provide this level of support to every subscribing organization. To ensure training is

accessible, Care Opinion will ensure documentation, tools and resources will be made available online.

We are excited to welcome each new Site Administrator and look forward to working with them and supporting them to manage and administer the platform for their subscription.