

3

Facilitator: Roles and Responsibilities



This chapter describes the important role of the Facilitator in CHA training and outreach. It details the responsibilities and expectations of the Facilitator for specific tasks. We also provide guidance about recruitment and building an effective CHA team.

Contents

3.1	Facilitator's Roles and Responsibilities	p.38
3.2	Qualities of an Effective Facilitator	p.40
3.3	Program Support to Facilitator	p.41
3.4	Note-taker	p.42
3.5	Recruitment Criteria	p.43
3.5.1	Recruitment Strategies	p.45
3.6	Specific Tasks	p.47
3.6.1	CHA Trainings and Meetings	p.47
3.6.2	Community Engagement & Outreach	p.49
3.6.3	Core Team Meetings	p.50
	Key Points	p.51

3.1 Facilitator's Roles & Responsibilities

Who is the Facilitator (Role)?

“The role of the Facilitator is to support everyone to do their best thinking. They create an environment where everyone is encouraged to participate, understand one another’s point of view and share responsibility. In doing so, a group Facilitator helps members look for elegant solutions and build sustainable agreements.”¹

As part of the Duwamish Seafood Consumption IC Program, the Facilitator plays a valuable role – as a key partner in helping to make the Program successful.

- A lead for their CHA team and a liaison between them and Public Health. He/she will provide accurate and timely communications and feedback.
- A partner on Public Health’s Core Team – a collaborative work group to foster trusting, transparent, and productive working relationships between Public Health and the Facilitators. Together, we coordinate effective trainings, stakeholder/agency meetings, capacity building, community outreach and engagements that meet both CHA needs and Program goals.
- An interpreter, translator, and cultural broker (when needed).
- A co-chair or participant of Public Health’s Community Steering Committee (CSC) to inform the planning, implementation and evaluation of the Program.

¹ The Training Clinic at <https://thetrainingclinic.com/articles/what-is-a-facilitator>

What does the Facilitator do (Responsibilities)?

- Work collaboratively with Public Health, program partners and the CHA's. Serve as a team lead to coach or mentor their CHA team.
- Recruit, train and facilitate student-centered learning during the CHA training.
- Assist in building team morale by stepping up when the team needs more guidance and stepping back to encourage team members to explore new skills (based on their “compass” or passion).
- Coordinate community outreach and engagements with CHA's, while reporting back to the Public Health Core Team on outcomes and opportunities for technical assistance or mutual support.
- Develop CHA's skills (capacity-building) that will further enhance their success in reaching their compass and program goals (e.g. public speaking, collecting community feedback, outreach planning).
- Support the empowerment process of the CHA team over time.



3.2 Qualities of an Effective Facilitator



Desired Attributes of a Facilitator

- Identifies as a member of and has prior experience working with the specific community Public Health is trying to reach.
- Understands and can navigate complexities within the specific community group.
- Is viewed by the community group as a trusted source of information.
- Can be a neutral facilitator across varying dynamics (political views, interpersonal conflicts etc.) and foster a comfortable group learning atmosphere.
- Committed to the overall goal and values of the Program and the CHA training (see Chapters 1 and 2).
- Is an excellent communicator and active listener who can relay updates to/from Public Health in an accurate and timely manner.
- Uses quick decision-making and problem-solving skills—able to pivot and think of alternate solutions in unexpected situations.
- Respects the confidentiality of individual participants and the information discussed in the groups.
- Honors and highlights the strengths that each team member brings to the group/program.
- Helps make the program a collaborative, smooth and fun process for all partners involved.
- Is open to continued skill development through feedback on progress.



3.3 Program Support to Facilitator

Public Health's Program Team will provide on-going support to new Facilitators throughout the CHA training and outreach program. During all training workshops, the Facilitator will have at least one technical staff support from Public Health (or a program partner, such as JHA) to help prepare for and attend the training workshop and outreach activities.

While the Facilitator will be the lead bilingual trainer for each CHA team, we can provide support in the following ways:

- Plan out the training session, including any practice needed by the Facilitator.
- Co-facilitate interactive exercises.
- Provide technical assistance to answers questions from CHA's.

Note to Facilitator: We are here to support you! It is important to have clear and timely communications with us so we can support your needs during the CHA trainings and outreach activities.

As the training progresses, the Facilitator can ask for support from the CHA's, such as to help coordinate logistics for meetings and field trips; or assist in teaching some sections of the module (particularly by a Certified CHA who has completed Levels 1 & 2 trainings).

3.4 Note-taker



The Facilitator will have a bilingual note-taker, fluent in both native language of the group and English throughout the trainings. The note-taker will be responsible for:

- Attending trainings and meetings with CHA team.
- Capturing key discussion points during the training exercises.
- Capturing the nuances in group discussions (e.g. body language, major consensus, give credit to original ideas, highlight which team members agreed to do what).
- Typing up notes in English for Public Health in a timely manner (within 2 business days of the meeting).
- Assisting the Facilitator in interpreting for CHA's during stakeholder/agency meetings (as needed).
- Coordinating with Facilitator to organize different formats of note-taking depending on the training exercise.
- Participating in CHA team to conduct outreach (when needed).

3.5 Recruitment Criteria



Public Health’s overall goal for the Program is to protect the health and wellbeing of fishers (and their families and friends, especially pregnant women and young children) who are most likely to eat the contaminated resident seafood from the Duwamish River Superfund Site (e.g., perch, flounder, sole, crab, mussels, clams).

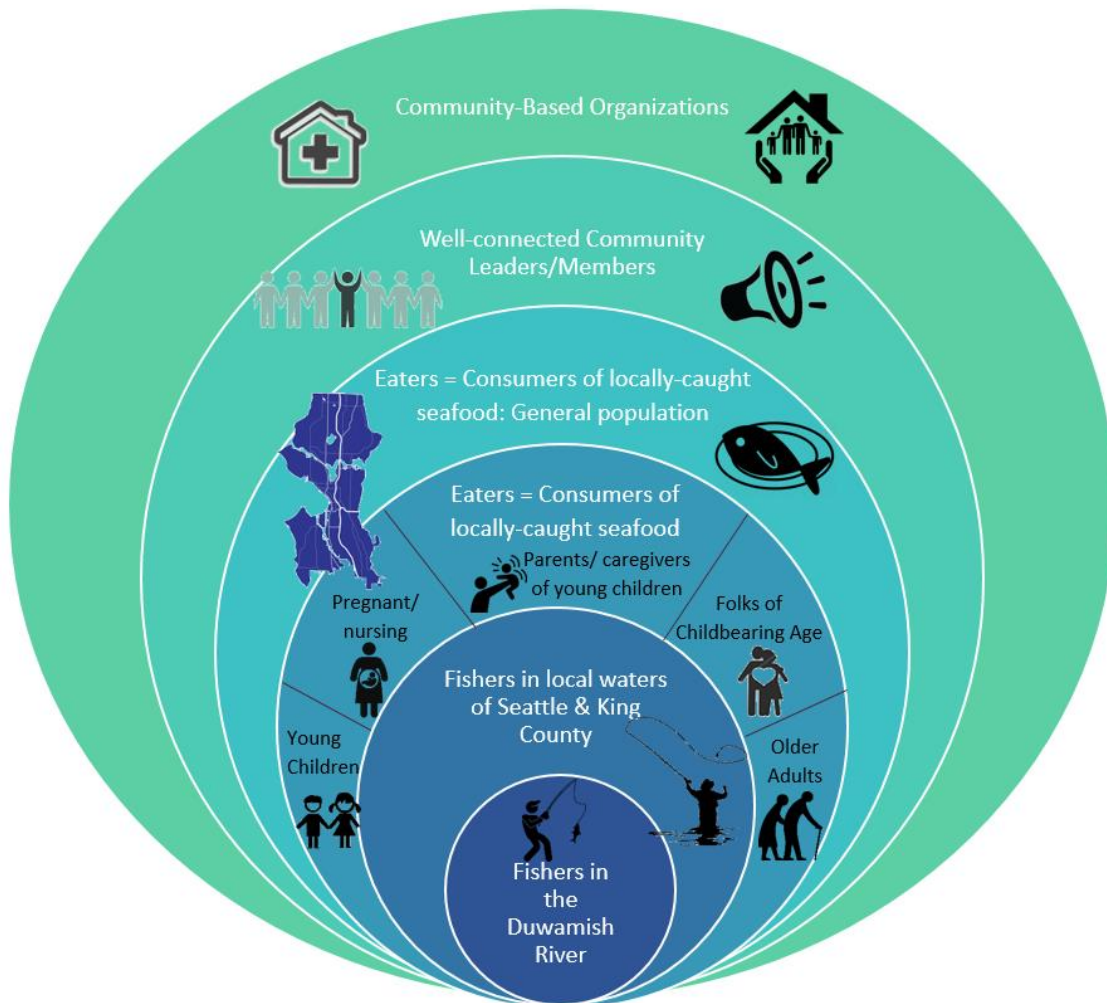
The Program focuses on the fishers and consumers of Duwamish River seafood while recognizing that they likely share their catch within their broader community networks.

The goal of recruitment is to have a **balanced-mixed** of 8 to 10 participants that **represent the affected communities** for Level 1, with at least 4 to 6 members going on to participate in Levels 2-3. The following are criteria for community members recruited to this Program:

- At least 16-18 years old.
- Resident of King County, particularly from areas where Duwamish fishers commonly come from (such as, South/West Seattle area, south of Seattle city limit).
- Identifies with one of the ethnic/cultural group that is among the high-risk priority groups are: Asians (mostly Vietnamese, Cambodian, Chinese and Lao), Pacific Islanders, Latinos, multi-racial/multi-ethnic, non-English speakers (including Vietnamese, Khmer, Spanish, Tagalog, Chinese and Hmong).
- Can accurately represent and/or help capture the views and experiences of priority groups (target audiences) within their community networks (see next page), including:
 - Fishers in King County (in particularly those who are currently or former fishers of Duwamish River).
 - Family members of local fishers (e.g. mothers of young children, pregnant women who eat or cook local seafood).
 - Other community members who receive catch from or know local fishers.

Recruitment Criteria (continued):

- Willingness to share cultural beliefs, values and practices on fishing and has an interest in learning about Duwamish safe seafood consumption (Level 1).
- May have interest in being trained as a CHA to conduct community engagement and outreach (Level 2).
- May have interest in dialoguing with agency decision-makers or other stakeholders and partners (Levels 2 and 3)
- Is available to participate in the trainings, outreach and engagement events and/or meetings (4-10 hours per week depending on the Level).
- All participants need to be screened and invited by the Facilitator before participating.





3.5.1 Recruitment Strategies

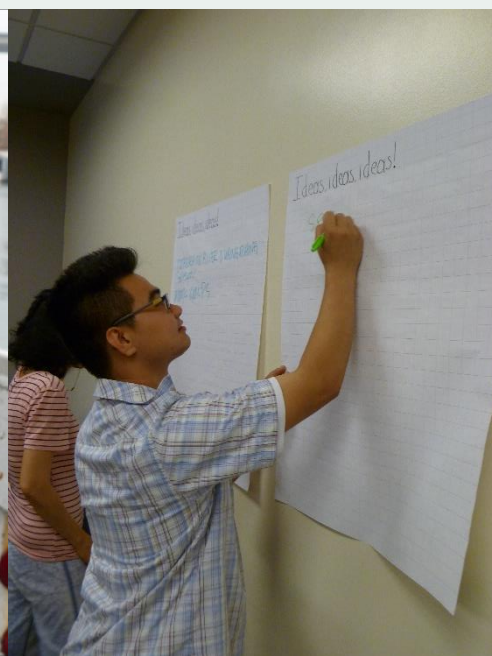
Successful recruitment and retention strategies from other Facilitators include:

- Reach out to **a variety** of community platforms and networks, and existing connections and contacts.
- Visiting locations, such as **fishing sites on Duwamish River**, community centers (health clinics, social services, food banks, faith-based organizations), tackle shops, licensing retailers, health fairs, cultural events, and/or having ad in ethnic media—radio, social media, or print.
- Share the Program’s digital stories via social media and at outreach events to help identify individuals who show passion for getting involved in the Program’s efforts.
- Allow about 1 to 1.5 months for recruitment before the start of Level 1. If available, Public Health can provide an existing list of potentially interested community members based on our past community engagement and outreach and focus groups.
- Recruitment during the winter months may not be ideal for all groups, it is important that the Facilitator start making connections and collect contacts whenever possible.



Recruitment Strategies (continued):

- **Communicate the details and levels of program commitments** to potential participants during recruitment, while making clear the flexible nature of the program—participants may decide to not continue training at any time. The Facilitator must make sure that there is **a good balance of participants interested in the many of the commitments**, while trying to include a few others who have **limited commitment** but may bring special expertise.
- Build a team that has mix of different types of community representation (e.g., gender, neighborhoods, fishers, moms, elders, seafood preparers, youth, community leader etc).
- Collect names and contact information (e.g., phone number, email) of interested community members, and make follow up phone-calls to these contacts to see if they meet criteria.
- Consider the participants' availability and transportation limits in planning the trainings (including meeting times and locations).
- Consistently follow-up and communicate Program expectations to participants in a timely manner. Highlight the method of contact that is most convenient/feasible for each participant. Always send reminders to participants a few days before meetings/activities and the morning of the meeting/activity.
- Make the recruitment and training process fun and meaningful for all participants. Inform Public Health when any kind of participation in the Program becomes a burden for the participants.





3.6 Specific Program Tasks

3.6.1 CHA Trainings and Meetings

Prep Work

- ✓ **Review the relevant training modules in Chapter 4 or Chapter 5** (including the suggested teaching materials in the Appendix). Revise or adapt if necessary (i.e. move around module segments if needed to cover the objectives in the allotted time).
- ✓ **Revisit the background Chapters 1 and 2** (if needed) to ensure you understand the overall purpose and values of the Program and training.
- ✓ **Develop agenda with support from Public Health.** For each training, the Facilitator can adapt curriculum agenda to fit with their CHA team's needs. Be mindful of the allotted time for activities to allow for meetings to realistically start and end on time. As the training progresses, the Facilitator can engage the CHAs in developing the agenda.
- ✓ **Create or adapt PowerPoint presentations or activities** to meet the learning objectives of the training module. The suggested activities in this curriculum can be moved around or replaced with another activity that the Facilitator thinks is more appropriate (e.g. a skit, theater or another interactive exercise), as long as the training objectives are met
- ✓ **Check in with Public Health**, during prep meetings or Core Team meetings, if you have concerns or questions about planning or conducting the training.
- ✓ **Coordinate logistics for the trainings** (securing meeting space and coordinate date and time that works for all in attendance).
- ✓ **Arrange who will pick up light refreshments and supplies** (notebook, forks, ...)
- ✓ **Arrange for kids activity table, if needed.** Children are generally welcomed at trainings, but no professional childcare will be provided.
- ✓ **Print materials for trainings/meetings** or coordinate with Public Health to bring outreach materials/tools.



During Meetings & Trainings

- ✓ **Facilitate** the training workshops and CHA meetings – encourage everyone to participate and share ideas. And don't forget to have fun!
- ✓ **Develop Group Norms** (see Appendix for examples) with your team at the start of the training level, then remind the team about the norms throughout the training.
- ✓ **Distribute stipends and reimbursements** (if appropriate).
- ✓ **Document attendance/participation** at all trainings and meetings in sign-in sheet, note-taker's notes, photos and monthly reports.

During all training workshops, the Facilitator will have at least one technical staff from Public Health (or its program partner, such as JHA) to help prepare for the workshop, co-facilitate, and/or answer questions from CHA's. The Facilitator can ask another team member (CHA, note-taker) to support with certain activities (e.g. purchase/pickup light refreshments, securing space, set up, and note-taking).

Follow-up & Debrief

- ✓ **Review notes** by Note-taker (revise/add if needed) and submit to Public Health.
- ✓ **Meet with Public Health to debrief** on the training session.
- ✓ **Follow up on unanswered questions from CHA's in a timely manner.** If needed, coordinate with Public Health to prepare accurate responses.

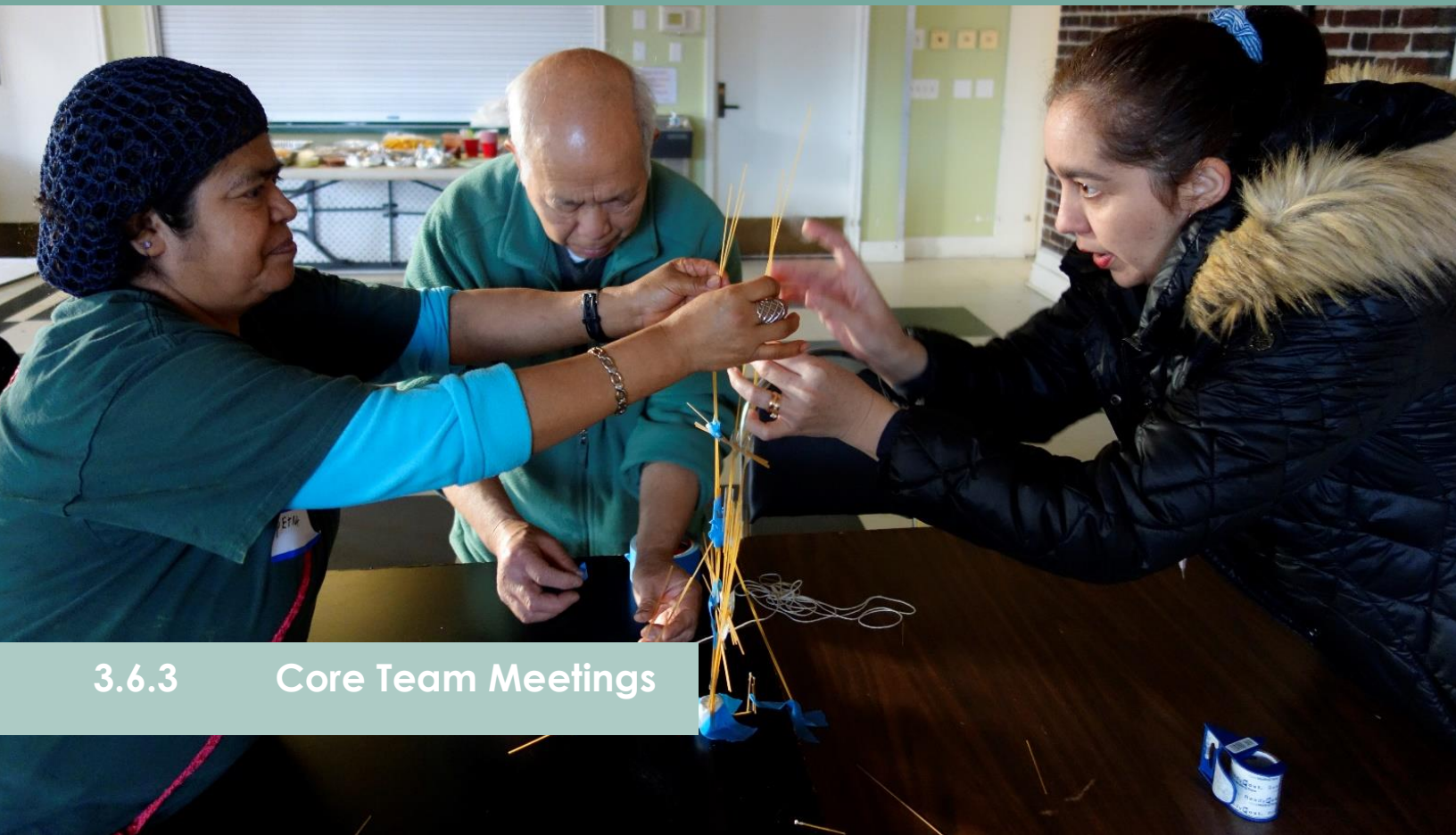


3.6.2 CHA Community Engagement and Outreach

The Facilitator will oversee their CHA Team's outreach and engagement activities.

Responsibilities include:

- ✓ **Brainstorm with your team members** on creative, comfortable and culturally-appropriate ways to conduct outreach and engagement (i.e. from tabling events to more small community conversations).
- ✓ **Encourage CHA's to build on their existing personal networks** to engage the different target audiences and mobilize their community networks (see p.43).
- ✓ **Mentor with a focus on capacity building and empowerment** of the CHA team—identify areas of growth according to the “compass”/passion of each CHA. Develop the skills of CHAs and/or connect CHAs to resources to build skills.
- ✓ **Coordinate outreach logistics** (e.g., create checklists for supplies and tasks for CHA, communicate with Public Health about planned events and outreach materials needed).
- ✓ **Schedule outreach activities** so that they do not conflict with trainings or other Program activities.
- ✓ **Participate and provide support during the CHA's outreach** (including capturing community feedback and photos).
- ✓ **Conduct your own outreach** and engagement activities around this issue.
- ✓ **Debrief with your CHA's and Public Health** about the outreach – what did you learn, what could be improved next time?
- ✓ **Document outreach activities** (e.g. pictures, highlights, stories and numbers, the planning process), including capturing their reflections from CHA's.



3.6.3 Core Team Meetings

Public Health’s Core Team includes Public Health staff, program partners (such as JHA), and all Facilitators. It is a collaborative work group that meets regularly to coordinate around upcoming program activities and share updates and best practices.

- Public Health will lead the Core Team check-in meetings, preferably in-person to build transparent and trusting relationships and communications (a call-in option can be available).

As part of the on-going capacity building of the CHA’s, the Core Team may be asked to coordinate new workshops for all CHA teams involved. For these types of workshops, the Facilitators will work with Public Health and program partners to:

- Set the agenda for the workshops, including planning and scheduling activities to allow adequate space between outreach, training, and other meetings.
- Provide small group facilitation (in-language), interpretation, and note-taking when Public Health or JHA leads the training.
- Identify community spaces and interpreters for other events and meetings.



Key Points:

- The Facilitator plays a valuable role in the Duwamish Seafood Consumption IC Program – as a key partner in helping to make the Program successful.
- The roles and expectations of the Facilitator in this Program go beyond traditional facilitation – you are seen as a leader, mentor and coach for your team.
- An effective Facilitator will bring out and respect everyone’s ideas, be quick to adapt discussion and activities to the CHA’s, and ability to work collaboratively.
- The Facilitator will work closely with Public Health and JHA to conduct the CHA trainings and can look to us for support.
- Recruit a balanced mix of different types of community representatives (including local fishers, local seafood consumers, moms, community leaders, youth) to ensure a CHA team can reflect the diverse views.