

## Role description: Coordinator

**Supervision:** Social Movement & Enterprise Lead

### Role Overview: Creating CHIME through HEAR ME

Hope: Advocate for lived experience leadership by inspiring and supporting volunteers and partners.  
Develop communication strategies that connect with the community, placing the organisation at the forefront of mental health and wellbeing in Moray.

Experience: Leverage expertise in project and volunteer management to deliver impactful community initiatives.  
Utilise strong communication skills to enhance the organisation's presence.

Authenticity: Build genuine relationships with team members, volunteers, and partners.  
Ensure transparent and effective communication across all channels.

Responsibility: Oversee projects by clearly defining roles and objectives to ensure successful outcomes.  
Maintain efficient operational support to uphold organisational standards and goals.

Mutuality: Promote collaboration within teams and with external partners, coordinating resources with activities, creating an empowered, optimistic collaborative.  
Encourage inclusive teamwork for shared learning and growth.

Empowerment: Empower volunteers and teams through supportive and innovative project management.  
Coordinate resources effectively to support both community needs and operational realities.  
Promote the business brand and social enterprise products to enhance visibility and impact.

#### 1. Project management:

- Plan, implement, and monitor key projects.
- Manage delivery, resources, and finances proactively.
- Develop solutions for new projects, including drafting toward funding applications.
- Complete and analyse reports; identify case study opportunities.
- Forecast needs and manage risks collaboratively.

#### 2. Collective voice and social movement

- Collaborate externally to support Lived & Living Experience support, training, and mentoring, and streamline pathways to employability.
- Inspire and support volunteers, fostering community.
- Build relationships with stakeholders, prioritising community needs.
- Lead peer research and collective voice activity.
- Provide support and information across various communication channels.

#### 3. Human resources:

- Assist in workforce planning and HR operations.
- Support business management, policy development, and compliance with legislation (e.g. PVG, GDPR).
- Ensure effective administration, supporting task management for Admin Support members.

#### 4. Communications:

- Implement strategic communications and marketing plans including reporting on their impact.
- Uphold MWH brand integrity across platforms
- Develop and execute design briefs, working with specialists as needed.
- Highlight lived experiences through storytelling opportunities for diverse audiences
- Produce and distribute periodic newsletters, social media and enhance digital resources and websites.
- Collaborate on enterprise initiatives

#### **5. Interconnection with team:**

- Collaborate weekly with administration, strategy, specialists, and volunteers.
- Support effective and robust operations including in admin team management
- Assist with recruitment, onboarding and management of appropriate roles including in providing training, mentoring, supervision.

#### **6. Proactive Team Member:**

- Embrace a values-led peer approach across all responsibilities.
- Lead visibly as a Champion of Moray Wellbeing Hub, modelling recovery values.
- Manage personal time, skills, and wellbeing effectively.
- Stay informed and participate in necessary training and supervision.

### **Qualifications & skills**

#### **Essential:**

1. Peer qualifications or experience (e.g., Peer 2 Peer or PDA in peer support) or a willingness to obtain them.
2. A flexible and non-judgmental approach with excellent interpersonal skills with experience working with diverse community members.
3. In-depth knowledge of wellbeing services and supports throughout Moray.
4. Proven experience in managing volunteers using a strength-based mentoring approach.
5. Passion for leading peer-led social change and community empowerment.
6. Excellent communication and strategic relationship-building skills, including handling challenging topics and inspiring stakeholders
7. Capacity to handle information confidentially, identify case study opportunities, and manage risks effectively.
8. Strong organisational, administrative, and IT skills with the ability to manage multiple tasks, including advanced budgeting and forecasting.
9. Passion for digital communication, technology, and social media, using tools for collaboration, monitoring, and reporting (e.g., MS 365, Xero, Canva, CRMs).
10. Skills in peer-led research, data analysis, graphic design, strategy (community engagement and communications), HR, and policy development

#### **Desirable:**

11. Qualifications and experience in project management, business and management studies, human resource management, legislation compliance, strategic communications, advanced design skills, finance, employability, social work, or youth and community work.
12. Advanced creative, design and technology skills (e.g. expertise in Slack, Trello, Canva, MS Office, CRMs, Wordpress, Adobe design suite etc)
13. Enthusiasm for digital communication, technology and social media
14. Willing to travel (including national and international travel) and regularly work unsocial hours.

**How we work:** Moray Wellbeing Hub CIC is an ambitious and peer led social enterprise that believes passionately in supporting mental wellbeing in Moray. We are fast paced, entrepreneurial and self-directed in the way we work. We expect any volunteer, freelancer or employee to take ownership and autonomy in their role, showing a proactive approach to finding and sharing relevant information, whilst also working collectively. A core value of self-directed working is communication and feedback which we actively encourage you to take the lead with. We avoid complicated hierarchies or structures, aiming to equally empower everyone to make decisions and take accountability for their actions.

**Diversity and inclusion:** In line with our aims of tackling stigma, empowering individuals, and focusing on the strengths within us all, we celebrate diversity and inclusion at MWH. The strength of our business is built on wide ranging personal experiences, and we pride ourselves on being an Equal Opportunities Employer.