



Role description: Lived Experience Talent Coordinator, employed

Accountable To:

Social Movement & Enterprise Lead / Director team
Works closely with other coordination team members

Role Overview

This employability development role is central as Moray Wellbeing Hub seek to develop and support a diverse workforce of peers, both within the organisation and as part of wider employability, who use their living and lived experiences of life challenges to improve mental health in Moray. Such challenges will include recovery from mental ill-health, addiction and trauma, self-management of long-term conditions, as well as specific areas of ongoing diverse experience such as young people, neurodiversity, and disability. Working as part of the coordination team it requires a strong track record of working interdependently in a dynamic innovative team. Able to self-manage, coordinate, and collaborate mutually with our Champions, Delivery Team members and partners.

The role supports our leadership team to deliver the objectives of our social movement and enterprise; increasing our network, connecting partners, and supporting community members to navigate activities, improve services and achieve personal wellness goals including through training. It supports people to make progress towards, and maintain, formal volunteering and employment opportunities. As well as activity delivered as part of partnership projects, it also includes working with our social enterprise clients in tasks such as consultancy and training. The role is likely to include occasional delivery out with traditional weekday working hours.

Responsibilities and Duties

1. **Coordinate and deliver strength-based, end to end support, development and monitoring of lived experience talent:** Proactive and evolving provision to include initial engagement, recruitment, aspirations identification, removing barriers to participation, ongoing mentoring support and management in both paid and unpaid opportunities. Support individuals 1-2-1 with their progress and satisfaction including conducting performance evaluations and skills audits. Ensuring our approach is values led, best practice in terms of legal and emerging learning. Support Volunteer coordinators to recruit, coordinate and support appropriate roles including Community Liaisons, Peer-Facilitators and Community Connectors with other team members.
2. **Project and resource coordination:** collaboration with fellow MWH coordinators around key project activities, including supporting other team members in their coordination tasks (i.e. Wellness College, HR, managing budgets, policy and procedure creation). Maintain records such as mentoring, training matrix, database of Champions, project records and undertake any other administrative duties linked to monitoring and reporting.
3. **Delivery of group based safe spaces – unstructured and structured:** Skilled facilitation using agreed resources, MWH developed and others, on topics including peer-support, group skills, self-management, awareness raising and challenging stigma.

4. **Build and maintain interconnection within MWH:** visible leadership as a peer and Champion of Moray Wellbeing Hub, modelling recovery values, self-managing resources of time, skills and wellbeing (balancing “breathing in and out”). Maintain excellent awareness of the social movement and enterprise activity and current projects. Provide timesheets, estimates around task completion and work to agreed timescales. Provide and receive peer-support to fellow coordinators in their delivery and development.
5. **Build and maintain interconnection with partners:** Proactively develop and maintain positive working relationships with a range of stakeholders including statutory and voluntary sector organisations and internal teams, prioritising community needs and listening for emerging themes requiring our attention including in relevant networks / forums aiming for co-productive approach. Coordinate and attend events / community outreach to promote peer-values based employability and volunteering.
6. **Support collective voice building and provide information and meaningful signposting:** Listen and record themes/ views emerging around challenges and opportunities to create change. Deal with requests for support and signposting from our different communication formats (face-to-face, telephone, online).
7. **Continuous personal development and use of technology:** Attend and cascade appropriate training including our in-house courses for team members. Attend and complete appropriate training in peer-approaches, including supervision and mentoring. Support improvements through user testing of our communication systems, hardware and software. Hold a current PVG scheme record with us for working with vulnerable children and adults.
8. **Support the operational and finance team members in their roles,** including to;
 - a. manage budgets and resources, including the reimbursement of expenses
 - b. research and write policies and procedures, keep up to date with legislation
 - c. supervise and support team members
 - d. ensure there is appropriate support, opportunities and training for team members

Qualifications & skills

Essential:

1. peer qualifications and experience: e.g. Peer 2 Peer, WRAP or PDA in peer support (or willingness to work towards)
2. strong interpersonal skills and experience in working with community members of diverse experiences and challenges
3. excellent knowledge of Moray wide services and supports for wellbeing
4. proven experience of employability and or managing volunteers and a strength-based mentoring approach.
5. experience in direct line management
6. passion for peer-led social change and community empowerment
7. excellent communication skills including around challenging topics
8. the capacity to inspire and motivate others
9. the ability to deal with information in a confidential manner and respond with sensitivity
10. good organisational, administrative and IT skills and the ability to manage a variety of tasks

11. a flexible and non-judgemental approach to people and work.

Desirable:

12. Qualifications in employability, business and management studies, human resource management, project management, social work, or youth and community work.
13. Creative and technology experience and skills (including experience in Slack, Trello, Canva, MS Office)
14. Research experience and skills
15. 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.

Salary / rate of pay & hours: £14.50 per hour, flexible hours depending on project requirements.