Psychosocial Coordinator

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| **Job Level** | Level 2b | **Job Reference No:** |  |
| **Role review date:** | November 2025 |
| **Directorate** | UK Operations | **Function** | Project Team, PMHT |
| **Service** | Psychosocial and Mental Health Team (PMHT) | **Reports to:** | Psychosocial Programme Manager |

Scale and scope of role

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| **Direct reports** | None currently | **Indirect reports** | 0 |
| **Budget responsibility/**  **accountability** | None currently | **Accountable for other resources** | None currently |

Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over. We help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its [fundamental principles](http://www.redcross.org.uk/principles): humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want out team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Purpose of the role

The post holder will support the Psychosocial and Mental Health team across a range of portfolios, contributing toward the delivery of key projects and service development, as well as providing administrative and logistical support to enable the team to fulfil its objectives.

The post holder will work closely with the Head of Psychosocial and Mental Health, Senior Psychosocial practitioners and Project team members.

Key responsibilities

**Project Delivery**

* Develop and maintain systems and procedures to ensure that evidence, information, and documentation is easily accessible, accurate, secure, timely and up to date.
* Co-author activity and performance reports.
* Work with colleagues in IT, Information Governance, Data Analytics and other areas to optimise use of the organisation’s facilities for information storage, retrieval, research and measuring outcomes.
* Implement methods of obtaining feedback from stakeholders, to inform continuous improvement of the service.

**Administration and Communication**

* Coordinate and oversee induction and training needs for new starers within the team, including organising and updating a tracker of successful candidates to support their full induction and ability to be deployed.
* Coordinate Team Meetings, and other meetings as required, including minute taking.
* Supporting the Programme Manager and Head of Service with financial administrative support as required, to ensure Team delivers its work within the budget framework.
* Act as a point of contact for the Team, monitoring the shared inbox and responding to requests for information.
* Act as the information and communication point for updates on developments and activities in the Team.

**Maintenance of the Team’s tools and resources**

* Work with authors and subject matter experts to ensure that all documents produced and published are error-free and meet house style requirements.
* Proactively develop, maintain and update the Team’s intranet and internet presence.

**Team Member**

* Actively participates in all team meetings.
* Supports other team members
* Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action.
* Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society’s values (inclusive, compassionate, courageous and dynamics)

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Pre-engagement checks

Criminal Records

Type of criminal record checks required for this role

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| England and Wales – Disclosure and Barring Service (DBS) |
| * None |
| Scotland |
| * None |
| Northern Ireland |
| * None |

Drivers Check - Required – No

Person Specification

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| --- | --- | --- | --- | --- | --- | --- |
| **Requirements** | Evidence obtained through Shortlisting (S), Interview (I), Assessment (A) | | | | | |
| **Knowledge and Skills** | **S** | | **I** | | **A** |
| **Essential**   * Excellent organisational skills, with a methodical approach to planning workloads and completing tasks to deadline * Good communication skills, including the ability to tailor information for different audiences * Good attention to detail, with the ability to organise and disseminate information clearly and succinctly * Ability to work independently and manage own workload * Good knowledge and ability to use Microsoft packages * English language to GCSE A\*-C level or equivalent * Understanding of the principles of information management * Ability to adapt successfully to changing situations and environments   **Desirable**   * Skills in the design, administration and analysis of qualitative and quantitative surveys and questionnaires * Previous experience working in mental health related service would be an advantage | **S**  **S**  **S**  **S**  **S**  **S**  **S**  **S** | | **I**  **I**  **I**  **I**  **I**  **I** | |  |
| **Experience** | **S** | | **I** | | **A** |
| **Essential**   * Demonstrable general administrative and project coordination experience, including experience of managing data on spreadsheets, databases and document templates * Experience of working in a deadline-driven environment * Experience of coordinating, supporting and delivering projects. * Experience of implementing efficient working practices and procedures   **Desirable**   * Experience of monitoring and evaluating work * Internet and/or intranet content management experience * Experience of contributing to or composing clear and concise reports | **S**  **S**  **S**  **S** | | **I**  **I**  **I**  **I** | |  |
| **Additional requirements** | | | | | |
| **Essential**  - Ensures inclusive practice, challenges discrimination and promotes diversity in line with our [Equality, Diversity and Inclusion (EDI) policy](https://www.redcross.org.uk/about-us/how-we-are-run/our-policies/equality-and-diversity-policy).  - There will be an occasional requirement to attend events involving travel to other locations, and at times outside of the normal working pattern of hours, by agreement. | **S**  **S** | |  | |  |
| **Values in Action** | | | | | |
| **Dynamic** - We move forward as one team.  - Every day, we’re adapting, innovating and learning.  - When the unexpected happens, we are calm, quick and efficient.  - We respond smartly, using clear processes and systems.  **Compassionate** - We stand for kindness.  - People come first, no matter who or where they are.  - We have genuine, open-minded conversations.  - Together, we’re a united force for good.  **Inclusive** - We are open to all.  - We treat each other with dignity and respect.  - Every person’s uniqueness is valued, supported and celebrated.  - Our individual backgrounds and experiences make our organisation stronger.  **Courageous** - We are bold.  - We show our strength by doing the right thing.  - We aren’t scared to test our creative ideas.  - As humanitarians, we go the extra mile to help people in crisis | |  | |  | |

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.