

Role Description for Project Support Coordinator

Last review 1 June 2026

Main terms

Hours:	22.5-37.5 hours per week, may include occasional evenings and weekends
Contract:	Permanent, role dependent on funding.
Salary:	Scale A: £26,617.50 pro rata Per Hour: £13.65
Responsible to:	Development and Sustainability Officer
Responsible for:	Between 3-5: Community Ambassador Volunteers
Liaise with	Line Manager, all teams within Burton & District Mind, volunteers, members of the public and business, people with experience of mental illness, carers, and support workers, VCSE and partner representatives involved in project delivery, project funders and other stake holders, other Mind representatives.
Based:	Office based in Burntwood, with some travel across Staffordshire (mostly Lichfield, Tamworth and Burton on Trent expected). Flexibility to work from home as required
Annual leave	20 days plus bank holidays, pro rata. With length of service leave available.
Pension:	Pension scheme available after 3 months.
Travel:	Must have full driving licence and use of car, reimbursement of out-of-pocket expenses available.

Background

Burton & District Mind, the mental health charity, continues to grow in accordance with our operational plan. Our Development and Sustainability Team been successful into establishing a respected presence in Lichfield and Tamworth areas. This supports our counselling provision with projects and non-clinical interventions such as sports, peer support, holistic therapy and eco-therapy, working with key partner organisations for the benefit of our community.

Job Purpose

Working as a vital part of the Development and Sustainability Team, the Project Support Coordinator will manage a number of time-limited projects from the point of project design, through implementation and project evaluation, making use of provided project management and monitoring toolsets. The Project Support Coordinator will coordinate and work with appointed project facilitators, volunteers and partner organisations to provide high quality grant-funded recovery-focused primary mental health community-based interventions.

The Project Support Coordinator will also contribute to aspects of fundraising, smaller grant applications and other income diversification activities to further develop the range of projects available.

Key duties of the post

1. To implement Outcome Framework Project Management toolsets co-developed with the Development and Sustainability Team as set out by successful grant applications.
2. To support project design, development and inform project operation manuals.
3. To support and develop positive relationships with community organisations.
4. To coordinate team members and volunteers to deliver on project outcomes.
5. To line manage and supervise up to 5 volunteers, which will include supporting recruitment, training, one to ones and exit interviews.
6. To support promotion of service provision through working with the communications team, attending relevant community events and networking with other agencies.
7. To actively support project risk assessments, GDPR, and safeguarding requirements, and other requirements for a safe and compliant service delivery.
8. Using Client Relations software to handle referrals and registrations to non-clinical services/projects and ensuring participants have joining instructions.
9. To be the point of contact between participants, referring agencies, facilitators, hosts and suppliers regarding day-to-day coordination.
10. To deputise for facilitators and co-deliver projects as required and agreed.
11. To provide low level psychoeducation, signposting and mental health advice to people with mental health problems both on projects and whilst attending the office.
12. To lead on monitoring and evaluating for assigned projects using procedures outlined in the Influence and Participation procedures.
13. To play a key role in reporting to project funders in collaboration with the Development and Sustainability Team and Finance Team.
14. To contribute to annual programmes of work, fundraising activities, funding applications and other development opportunities to increase the range of service provision in targeted areas of development.
15. To support the Development and Sustainability Officer in identifying community need, fundraising opportunities and partnerships across the service area.

General

16. To maintain accurate records of work planned and undertaken using provided systems.
17. To actively participate with team communication, including emails, newsletters and team meetings.
18. To support community fundraising, including promotion which is likely to involve using your image, shared on the internet and other media.
19. Attend and actively engage in regular one to one supervision with the appointed line manager reporting on all areas of responsibility.
20. To represent Burton & District Mind at Community of Practice activities with Mind, and to attend or contribute to annual Federation Conference and be proactive in Mind Quality Mark assurance activity.

21. To complete training and other areas of personal development as required by the needs of the post and the charity.
22. To maintain up to date knowledge and expertise in respect of key legislation, charity policy and procedures, and the Mind Quality Mark.
23. To ensure that the corporate aims, objectives and values of the organisation are upheld by all its representatives.
24. To abide by the policies and procedures of Burton & District Mind.
25. To maintain the confidentiality of any information gained during employment with Burton & District Mind.
26. Undertake any other duties as delegated, which are deemed appropriate within the pay scale and responsibilities of the post and following consultation.

Person Specification

	Essential	Desirable
Experience and Qualifications		
1.	Minimum of 6 months' vocational experience of project working including implementation and evaluation with knowledge of Key Performance Indicators and reporting.	Experience of using project management toolsets.
2.	Minimum of 6 months' vocational experience supporting people who may have mental health problems.	Certification of Mental Health Awareness and/or Mental Health First Aid
3.	Understand and speak English with GCSE C (lv 2) or above in Maths, English and IT.	
4.	Strong knowledge and vocational experience of MS Office (Word, Excel, PowerPoint), email and internet use.	
5.	Experience of line management and delivering One to Ones, or experience of managing volunteers.	Experience of supporting people with experience of mental health problems.
6.	Experience of partnership working across sectors and/or agencies.	
7.	Experience of collating and recording data.	Experience of using recovery tools to monitor recovery, such as WEMWS or Recovery Star.
8.	Experience of report writing using both qualitative data and quantitative data.	
9.	Experience of delivering group sessions, workshops, presentations, or in training/coaching.	Adult Education Training Lv2 or equivalent experience.
Abilities, Qualities and Values		
10.	Ability to work and contribute creatively as part of a wider team.	
11.	Ability to work independently and lead a delivery team and to know when to ask for support.	

12.	Understanding of the importance of service user participation and involvement in service design and delivery.	
13.	Strong ability to work under pressure to maintain quality and deliver within set deadlines.	
14.	Good people skills with the ability to provide motivation, reassurance and to delegate duties.	Proven ability to identify risks and problem solve and contribute to implementing solutions.
15.	Willingness to attend training and understanding of the importance of Continuing Professional Development.	
16.	Strong awareness, understanding and commitment to the protection and safeguarding of vulnerable people.	
17.	Strong understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity.	
18.	Understanding of charitable funding streams and ability to consider risks and opportunities.	Experience of generating charity or business income.
19.	Full driving licence, access to a vehicle and willingness to drive across the project area.	Experience and knowledge of Staffordshire roads