Here’s a refined approach to align people's roles and their needs with how Orgo supports them, focusing entirely on the people-first perspective for a small-scale organization of individuals with mental health struggles.

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1. Coordinator

Role:

Organizes group activities, schedules meetings, and ensures everyone is informed.

Acts as a communication hub between members, advocates, and external parties.

Needs:

A centralized system to manage schedules, send group notifications, and track participation.

A task management tool to assign and monitor responsibilities.

How Orgo Supports:

Activity Planning Workflow:

Automatically routes activity proposals to the Coordinator for approval.

Sends invites to members and tracks RSVPs.

Group Notifications:

Automates email reminders for meetings and events.

Tracks attendance and follow-ups for each activity.

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2. Peer Support Leaders

Role:

Facilitate group discussions and provide guidance to members based on their experiences.

Identify recurring issues or needs to share with the Coordinator or Resource Advocate.

Needs:

A platform to schedule support group sessions and invite members.

Anonymized feedback from participants to tailor discussions and identify shared struggles.

How Orgo Supports:

Support Group Workflow:

Schedules support group sessions and sends notifications.

Tracks RSVPs and anonymized feedback after discussions.

Feedback Collection:

Provides an automated system to gather and organize anonymous input for group improvement.

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3. Resource Advocate

Role:

Researches and shares resources like therapists, legal assistance, and financial aid.

Helps members navigate external systems to access rights and support.

Needs:

A resource database to store and share helpful contacts, guides, and templates.

A tracking system to monitor advocacy requests and escalate unresolved issues.

How Orgo Supports:

Resource Advocacy Workflow:

Tracks resource requests from members and routes them to the Advocate.

Automatically sends reminders for unresolved issues after a set period.

Resource Sharing:

Centralizes templates for accessing legal aid, therapist directories, or financial resources.

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4. Activity Planners

Role:

Organize recreational and developmental activities for group members.

Handle logistics like finding venues, tracking attendance, and managing activity resources.

Needs:

A task management system to assign responsibilities and monitor progress.

Attendance tracking and activity feedback collection.

How Orgo Supports:

Activity Workflow:

Automates activity scheduling, RSVPs, and resource allocation.

Sends reminders for upcoming activities and follow-up feedback requests.

Attendance Reports:

Tracks attendance and compiles reports to improve future activities.

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5. Members

Role:

Actively participate in group activities, support discussions, and advocacy efforts.

Provide feedback and share their needs or struggles with the group.

Needs:

An easy way to stay informed about activities, meetings, and available resources.

A system to request help anonymously if needed.

How Orgo Supports:

Information Sharing:

Centralized emails and notifications for upcoming events and resources.

Anonymized Feedback and Requests:

Routes sensitive requests (e.g., help with housing or therapy) anonymously to relevant leaders.

Resource Access:

Provides members with curated directories and guides for external help.

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6. Organization-Wide Needs

1. Privacy

Need:

Protect the identities and sensitive information of members, especially for advocacy and anonymous feedback.

How Orgo Supports:

Anonymization System:

Automatically strips personal details from emails or feedback forms.

Assigns anonymous IDs (e.g., "Member01") for internal tracking.

2. Transparency

Need:

Ensure all members are informed about group decisions, upcoming events, and advocacy efforts.

How Orgo Supports:

Group Updates:

Weekly email summaries detailing completed activities, progress on advocacy, and upcoming events.

3. Collaboration

Need:

Enable seamless collaboration between roles like Coordinators, Advocates, and Planners.

How Orgo Supports:

Shared Dashboards:

Allows leaders to view task statuses, member feedback, and activity participation in one place.

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Key Workflows for Orgo

1. Activity Planning Workflow

Trigger:

An Activity Planner submits an idea via email.

Process:

Orgo routes the proposal to the Coordinator for approval.

Once approved, Orgo:

Sends group-wide invitations with RSVP tracking.

Tracks attendance and compiles feedback after the activity.

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2. Support Group Workflow

Trigger:

A Peer Support Leader schedules a group discussion.

Process:

Orgo:

Sends session details to members.

Tracks RSVPs and anonymized post-session feedback.

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3. Advocacy Tracking Workflow

Trigger:

A Member requests advocacy support via email.

Process:

Orgo:

Routes the request to the Resource Advocate.

Tracks follow-ups and escalates unresolved issues to external organizations or legal advisors.

The Advocate updates the status via email, and Orgo sends updates to the Member.

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4. Anonymized Feedback Workflow

Trigger:

A Member submits feedback or a sensitive request via a feedback form.

Process:

Orgo anonymizes the submission and routes it to the appropriate leader (Coordinator or Advocate).

Leaders review the feedback and take action if needed.

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Summary Table: Roles, Needs, and Orgo's Support

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