

Position Description – Online Support Group Moderator

Location:	Online
Hours:	Variable
Commitment:	Minimum of 6 months

Purpose of the Role

In this role you will draw on your personal experience of living with arthritis to provide support to other people living with arthritis. With a focus on reducing social isolation, providing emotional support and encouraging positive behavioural changes our Online Support Group Moderators are responsible for managing the day-to-day activity within the Online Support Groups.

Key Responsibilities:

- Adding and welcoming new Members to the group.
- Where appropriate making and engaging with posts and comments.
- Removing comments or posts which do not comply with the Group Rules.
- Turning-off comments on posts which are not creating a positive contribution to the Group.
- Muting Members who they feel may need to be removed from the group and reporting the issue to an Admin for decision.
- Reporting Complaints to admins.

Our ideal volunteer will:

- Have lived with arthritis for at least two years (ideal, but not necessary).
- Be a member of one of our Online Support Groups (ideal, but not necessary).
- Feel that they in a personal position to be able to focus on providing support to the Group ahead of receiving support from the Group.
- Be passionate about providing support to people living with arthritis.
- Have experience of moderating an online support group (ideal, but not necessary).
- Be open to continual learning and constructive criticism designed to improve our services.

Benefits for the Volunteer

- Draw on your personal experience to improve the lives of people living with arthritis.
- Further develop your own knowledge.
- Build upon your interpersonal and communication skills.
- Join a vibrant team of staff and volunteers and feel a sense of achievement each day knowing you are making a difference.
- Help The Arthritis Movement to improve the lives of people living with arthritis.