

VOLUNTEER ROLE DESCRIPTION

Online Support Admins & Moderators

ROLE: Online Support Admins and Moderators

ACCOUNTABLE TO: Trustee/Admin Volunteer Coordinator

HOURS: Variable (7 hours minimum per week)

LOCATION: Any within UK

Admins (Facebook) and Moderators (website forum) will monitor and support discussions within Flat Friends UK's online support platforms. Moderating content added by users to build a strong online community, and ensure that this is maintained as a safe, respectful, and supportive environment.

Qualities

- Confident with both web and social media channels;
- A good listener;
- Able to communicate clearly and sympathetically;
- Understanding of the issues affecting women who have had, or are facing, a mastectomy without reconstruction;
- Time to spare regularly each week.

Responsibilities

- Review online discussions to ensure that they are respectful, supportive and on topic;
- To moderate, comment on, or delete posts when necessary;
- Feedback insights or concerns raised within the online community to your Volunteer Coordinator.