
Volunteer Online Community Moderator

There are over 10 million people in the UK living with arthritis and the numbers are set to rise, yet arthritis is too often overlooked and underestimated. We want to change this so that arthritis gets the attention it deserves, and more people know how Versus Arthritis can help them.

How you will make a difference

Versus Arthritis' online community supports people with arthritis and their family and friends so they can support online from other people with arthritis and from Versus Arthritis. Our volunteer moderators provide a welcoming and supportive environment online for people with arthritis and make sure that everyone follows the guidelines and terms and conditions for the community.

Volunteer

Volunteer Online Community Moderator

Position:

Digital Community Engagement Officer

Reports to:**Purpose of Role:**

To assist in enabling the online community to run smoothly and ensure the guidelines are adhered to. Providing help and support and signposting to Versus Arthritis' health information and other services.

Your activities will include:

- Supporting the community alongside the Digital Engagement Officer
- Welcoming new members to the community
- Signposting people to Versus Arthritis information and resources
- Signposting people to other Versus Arthritis services
- Explaining basic technical tasks on the community where needed (e.g. posting a new thread or response to a member) and providing ad hoc technical support
- Ensuring the community is a supportive environment by reporting any issues of concern in line with our [terms and conditions](#).
- Editing and removing threads and accounts where users haven't followed the community guidelines and terms and conditions
- Ensuring users follow the guidelines and terms and conditions for the community
- Providing technical support to users of the community
- Contributing to the moderator community and ensuring moderation activity is appropriately handed over.
- Contributing to the development and improvement of the online community

Responsibilities:

- Moderation of the online community for 3-4 hours a week
- Commitment to keep up-to-date with Versus Arthritis resources and services

**Estimated hours:
Skills/Knowledge/
Tools:**

- To attend support sessions and training events when possible
- 3 -4 hours per week, on an agreed day of the week.
- Commitment to / enthusiasm for fostering engaging online communities
- Ability to communicate sensitively and effectively
- Good comprehension and listening skills
- Good I.T and digital literacy skills
- Understanding the principles of self-management
- Sensitive to individual needs and the need for confidentiality
- An understanding of disability issues, especially issues affecting people with arthritis
- Broadband internet connection