# Online Community Moderator Volunteer

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<thead>
<tr>
<th>Staff Contact</th>
<th>Online Community Officer</th>
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<td><strong>How you will make a difference</strong></td>
<td>At Versus Arthritis, we have a thriving online community – the only criterion for membership is that members live with, or care for someone with an MSK/arthritis related condition. Members can (and do) talk about anything and everything, bringing support, friendship, and humor to the conversations. You can find the link at: <a href="https://community.versusarthritis.org/">https://community.versusarthritis.org/</a>. Online Community Moderator Volunteers oversee the appropriate use of the forum, and that there is a safe and comfortable environment for people to chat. Volunteers also provide help, support and signposting to Versus Arthritis’ health information, resources and other services.</td>
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<td><strong>Where</strong></td>
<td>Nationwide, home-based.</td>
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<td><strong>Suggested time commitment</strong></td>
<td>This is around 4 hours each week. This includes a commitment to keeping up to date with Versus Arthritis resources and services and joining support sessions and training events when possible.</td>
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**We are looking for someone who:**
- Has lived experience of arthritis or MSK condition OR cares for or supports a person with arthritis or MSK condition.
- Is aged 18 years old and over.
- Is happy to use online services e.g., Teams, Online Community and WhatsApp services.
- Has the ability to share opinions diplomatically.
- Has the ability to understand that everyone’s experience of arthritis is different.
- Has good verbal and written communication skills.
- Respects equality and diversity.
- Is willing to offer peer support.
- Is open to having fun supporting your peers.
- Is friendly and approachable.
- Can maintain confidentiality.
- Is flexible and responsive to meet needs of others.

**What you will be doing:**
- Welcoming new members to the online community
- Build relationships with your fellow moderators, admin, and community members
- Taking part in regular volunteer moderator training events
- Providing relevant support and/or advice to people
- Writing a welcome post for all new members joining during your session
**What we ask of you:**
- Follow Versus Arthritis’ policies that relate to volunteers, including Volunteering and Involvement policy, Confidentiality and Safeguarding
- Act in accordance with our values and behaviours.
- Report any concerns to your staff contact
- Maintain confidentiality at all times

**Practicalities:**
- You will need access to a computer/ laptop/ smartphone and access to the Internet
- You will meet with the staff contact to talk through the role and agree if this is the role for you after you have been interviewed and safer recruitment checks complete.
- We will ask you to provide the names of two people (18 years plus) who have known you for at least two years, who can offer a reference for you; this could be a colleague or a friend but not a family member.
- This role involves regular contact with vulnerable adults and children who may have additional needs and has therefore been assessed as requiring the volunteer to have an **Enhanced Criminal Record Check**

**Before you begin:**
- You will need to complete an induction and relevant training including Safeguarding Adults and Data Protection.

**What you will get in return:**
- An induction and training alongside wider training opportunities.
- IT equipment where needed.
- Ongoing support and supervision from a named staff contact.
- Reimbursement for reasonable out-of-pocket expenses (in line with the Versus Arthritis Expenses Policy) for attending events and activities. In most cases we will pay for accommodation, meals and travel for you in advance.
- Twice monthly chat and training sessions with the team and the online community officer.
- Annual training event held either face-to-face or online.
- Opportunity to feed back on and contribute ideas to help shape the work of the team.

**Safeguarding Statement**
Versus Arthritis is committed to keeping children, young people and vulnerable adults safe from harm. During the recruitment process we will undertake safer recruitment practices and relevant checks to ensure applicants are suitable to work with children, young people and vulnerable adults.