

Versus Arthritis

Volunteer Role Description

Role title:	Online Community Moderator.
Staff contact:	Online Community Officer.
Location:	Online.
Time commitment:	This is around 4 hours each week. This includes a commitment to keeping up to date with Versus Arthritis resources and services. In addition to attending support sessions and training events when possible.

How you will make a difference

At Versus Arthritis, we have a thriving online community – the only criterion for membership is that members live with, or care for someone with a Musculoskeletal (MSK)/arthritis related condition. Members can (and do) talk about anything and everything, bringing support, friendship, and humour to the conversations. You can find the link at:

<https://community.versusarthritis.org/>

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.

We are looking for someone who

- Understands the impact of arthritis.
- Has lived experience of arthritis/musculoskeletal condition. Or cares for/supports a person with arthritis/musculoskeletal condition.
- Has access to a computer/ laptop/ smartphone and the Internet.
- Is happy to use online services e.g. MS 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.
- Is willing to offer peer support and open to having fun supporting your peers.
- Is flexible and responsive to meet the needs of others.
- Can maintain confidentiality.
- Is able to be punctual, reliable and committed.
- Is over the age of 18.
- Is caring, sensitive and empathetic to all people regardless of their age, gender, sexual orientation, disability, ethnic origin, faith and culture.
- Is confident, positive and enthusiastic.

What you will be doing

- Acting as network contact for resources and support.
- Welcoming new members to the online community.
- Build relationships with your fellow moderators, administrators 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.
- Act where necessary to ensure a safe and inclusive environment.

What we ask of you

- Follow Versus Arthritis' Volunteering and Involvement, Confidentiality, Safeguarding and Data Protection policies and act within our values and behaviours.
- Report any concerns to your staff contact.

Practicalities

- You will speak to a staff contact to talk through the role and agree if this is the role for you.
- This role will bring you into contact with vulnerable adults and is subject to safer recruitment practices. Therefore, we will ask you to provide the

names of two people, one of which must 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.

- To support safe recruitment, you will be asked to undertake an identity check and the appropriate level of criminal record disclosure screening: **This role involves working with vulnerable adults and will require the volunteer to have an Enhanced Criminal Record Check, dependant on nation specific requirements and guidelines.**

Before you begin

- You will be required to complete the organisation induction and all mandatory training for the role.

What you will get in return

- Induction into your role alongside wider training opportunities.
- IT equipment where needed.
- Ongoing support and supervision from a named member of staff who will support you with practical guidance.
- Twice monthly chat and training sessions with the team and the online community officer.
- Annual training event held either face-to-face or online.
- Training, resources and support to confidently understand and report safeguarding issues.
- Reimbursement for reasonable out of pocket expenses (see the expenses policy).

Safeguarding and Criminal Record Check

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.

This role DOES require a Criminal Record check.

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