

Arthritis UK

Volunteer Role Profile

Online Community Moderator

Time Commitment: 4 hours per week including support and training

Staff Contact: Online Community Officer

How you will make a difference

At Arthritis UK, we have a thriving online community, membership of which is people who live with or care for someone with an MSK/arthritis related condition. As an Online Community Moderator, you will oversee the appropriate use of our online community “Arthritis Connect” ensuring it is a safe space, and that there is a comfortable environment for people to chat. You will also provide help, support and signposting to Arthritis UK’s health information, resources and other services.

What you will be doing

Moderating “Arthritis Connect” includes

- reading discussions, supporting members by providing relevant support/and or signposting to members so they get the most from the community
- connecting members with each other and other discussions
- supporting the admin team by reporting any problems
- As well as build relationships with your fellow moderators, admin and community members.

Where you will be doing it

- Online sessions using Microsoft Teams, every 2 weeks for a “Chat and Train”
- Working from home using an online platform and MS applications.

Who we are looking for

- You don't need to be an expert, just passionate, reliable, inquisitive and willing to learn!
- Personal experience of arthritis or another long-term condition
- Ability to share opinions diplomatically
- Ability to understand everyone's experience of arthritis is different
- Caring, sensitive, and empathetic to people from all backgrounds
- Good communication skills
- Good IT skills with reliable internet access
- Reliable and committed
- Willing to complete training and work as part of a team
- 18 years or over.

What you will get in return

- Training and induction
- Access to ongoing training, resources and support
- Opportunities to connect and network with other volunteers
- Opportunity to develop and enhance your skills
- Reimbursement of reasonable expenses
- Opportunity to make a difference to people with arthritis.

Important Information

Arthritis UK is committed to protecting children, young people, and vulnerable adults from harm. As part of our recruitment process, we follow safer recruitment practices and carry out the necessary checks to ensure candidates are suitable to volunteer with these groups. Completion of safeguarding training will also be required at the start of your volunteering.

For this role, our safer recruitment procedures include:

- An informal chat to discuss the role, get to know you and understand your motivations for volunteering
- Two references
- Photo identification.

Ready to join us?

We'd love to hear from you!
Let's **make a difference together.**



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