

## Online Forum Host Volunteer

### Role Description

**Team:** Customer Care Centre

**Main contact:** Josh Poncil

**Reference:** 3

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### About Diabetes UK

As the UK's leading diabetes charity, it's our job to tackle the diabetes crisis. We're here to prevent Type 2 diabetes, campaign for and support everyone affected by diabetes, and fund research that will one day lead us to a cure.

### About the role

Our [Online Support Forum](#) is an online community, where people living with or affected by diabetes can get valuable peer support, find information and share their experiences.

Hosts welcome new members to help them feel supported and use their own experiences of diabetes to offer helpful responses, making a difference to a large network of people living with diabetes. By sharing knowledge, members get a broader understanding of their diabetes. Hosts have the option to offer general support or focus on a topic they may have experience in, for example 'Pregnancy or 'Pumps.'

### Main tasks and activities

- Provide a warm welcome to new members
- Ensure that no question goes unanswered
- Flag any concerns to the Moderators
- Offer peer support and practical advice, using own experience/knowledge

### About you

#### We are looking for people who are:

- Willing to share own experiences of diabetes on a personal level
- Able work regular, flexible hours with no fixed location
- Have good written English and communication skills



- Have an interest in supporting others by offering emotional and practical support or sharing own experiences.
- Have an approachable, friendly manner
- Are patient and remain impartial when making decisions about user violations
- Can work well as part of a small team

## What Diabetes UK can offer you

- Full induction and training, including basic safeguarding training
- Regular email updates from the Online Support Forum Manager
- Bi-annual training & meet-up days (often on a weekend) with the Hosts & Moderators
- Attend Diabetes UK's Volunteer Conference in your Region (*optional*)
- Reimbursement of out of pocket expenses incurred while carrying out activities, eg travel, lunch

## Safer Recruitment

We are committed to ensuring that our volunteer recruitment is fair, safe and consistent. The recruitment and selection process must therefore be appropriate to the nature of the role. Some roles may require a more in depth selection process, for example those working with children or vulnerable adults. Your volunteering contact will be able to explain more about this.

This role will require references.

This role will require an enhanced criminal records check.

## How to apply and next steps

To apply for this role, please complete a volunteer application form. Successful applicants will be invited for an informal telephone interview.

We very much appreciate your volunteering for us and will do our best to make your volunteer experience with us as enjoyable and rewarding.