

Online Forum Moderator Volunteer

Role Description

Team: Customer Care Centre

Main contact: Josh Pencil

Reference: 3

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 a safe and inclusive online community, where people living with or affected by diabetes can get support, find information and share their experiences with others.

As a forum moderator volunteer, you will be an active, engaged, positive member of the community and will contribute practical advice and support, which can impact individual lives' across a large network of people living with diabetes.

You'll help maintain a supportive community by welcoming members, contributing to discussions and ensuring members follow our user guidelines. By keeping the forum safe and respectful, you play a part in enabling people to share their concerns and ultimately find support from peers.

If you're interested in supporting people living with or affected by diabetes and are enthusiastic about the benefits of online communities, this could be the volunteering opportunity for you.

Main tasks and activities

- Welcome new members and encourage a friendly atmosphere
- Share own experiences as an active, engaged, positive member of the community
- Respond to 'reports' from forum members
- Edit, move or delete threads/posts where appropriate
- Help members of the community follow our [User Guidelines](#)
- Remove spammers and handle conflict
- Flag any safeguarding concerns
- Complete relevant training outlined by Diabetes UK



About you

We are looking for people who are:

- Interested in directly supporting others who are living with or affected by diabetes
- Willing to share own experience and knowledge of diabetes on a personal level
- Have a welcoming, friendly manner
- Neutral and balanced in debate
- Confident in managing conflict and proactive in decision-making
- Have good written English and basic computer skills
- Can volunteer flexible hours
- Can volunteer from home, or any other location with regular, reliable access to the internet
- Can volunteer independently and as part of a small, remote online team

What Diabetes UK can offer you

- Direct experience of peer support and of moderating an online community
- Full induction and training, including basic safeguarding training
- Regular, online contact with volunteer moderator team and Diabetes UK forum staff
- Regular telephone catch-up from the Online Support Forum Manager (approximately bi-monthly)
- 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 for Diabetes UK, 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.

Successful applicants for the role of Volunteer Forum Moderator will be invited for an informal telephone interview and assessment will be carried out as part of initial training. The role will have an initial trial period of 6 weeks.

This role will require references and 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.