

FaceBook Moderator volunteering role

Brief as to what the role entails

The Somerville Foundation support young people and adults born with a heart condition (Adult Congenital Heart Disease - ACHD). We provide information, advice and advocacy support to some of the most vulnerable young people and adults. Supporting the ACHD community is our priority and ensuring the closed FaceBook(FB) groups are a safe place for patients and their loved ones is at the heart of what we do.

Working as part of a team of moderators to ensure user-generated content e.g. comments, photos and videos that are uploaded to our closed FB groups agree with our FB group rules; removing inappropriate content and managing problem users

The role will involve monitoring user-generated content on our social media platform, regular reporting and working closely with other Social Media Moderators.

You will join the Moderator Messenger group so all admins/moderators can discuss posts/procedures/responses etc

Moderators must abide by the rules of the groups

Reply to any posts that need one eg if new, or need a balanced view etc

Respond to requests to join the group by messaging potential 'members' to ask basic questions about why they want to join, eg their CHD/which specialist centre they are seen at etc

Investigate/probe further by; messaging those that have given no reason to join or are from abroad, raising any flags by asking questions, looking at their profile – generally vetting potential new 'members' to ensure they are genuine

Generally checking daily that posts and comments etc by members do not raise concerns and are responded to appropriately both by patients and other moderators. Reading posts and check the 'group' daily in usual circumstances, possibly more when topical issues are of concern

De-escalate 'flame' situations: An insensitive post or comment by another member can create a hostile environment that causes other members discomfort or anger. Flag within the moderator Messenger group any posts that could be a concern and follow closely developments

Ensure any posts/comments that do not follow the rules/guidelines are taken down and the person posting is informed as to why, what rules it breaks, checking in with them to see if they are ok (as this can flag issues with that person) – explanation for actions etc.

Take heed of and defuse potentially difficult situations by removing the cause; taking the conversation offline and resolving the problem.

Ad hoc escalation of urgent issues, customer service or technical questions to Moderator messenger group in the first instance and to the office thereafter.

Report any periods of absence to the other moderators so they can cover and check you are ok. Inform the office if you will be unavailable for periods longer than 3 days

This is a voluntary opportunity, hours are flexible but we ask that candidates are available to check posts on a regular basis.

Person Spec

Essential

Moderators should have a balanced point of view with an ability to appreciate the concern of others and a practical approach to resolving any issues. They must conduct themselves in a respectful and mindful manner and never post anything which could be construed as offensive, derogatory, racist, discriminatory or contribute negatively, in any way.

Experience in and confident user of social media platforms and be familiar with the language used on the various platforms and the need to respond to members of the group

An understanding of potential risks within social media spaces

Ensuring people are signposted to their healthcare professional/ACHD team etc for medical advice and that no medical advice is given

Responding to emotive posts and deciding if a period of calm eg. by closing a post overnight and opening it again in the morning might be the appropriate reaction.

This is a team role, although remote working, which will be instrumental in building relationships with new members to foster relations within the ACHD community – by reducing isolation and combatting loneliness, encouraging people to chat online in a positive way

Desirable

- Being a creative writer or a good storyteller a distinct advantage
- Previous moderation experience an advantage
- A DBS check at Enhanced level – though you will need to apply for one if are not already registered
- Safeguard training for adults – you will be expected to carry out an online course if not already trained in this area

If you are interested, please send an Expression of Interest, stating how you feel you are suited to the role, explaining what you would bring to it and why you want to be considered. We would like to know what your skills and passion in life are too, please email: finance@thesf.org.uk.