

Moderator

Job Description & Person Specification

Role:	Moderator
Hours:	Part Time
Location:	Home Based
Contract:	Voluntary

We are looking for enthusiastic and empathetic volunteers to help Moderate the Time to Talk Mental Health UK Facebook peer support group, which is open between 9am and 10.30pm 7 days a week. The ideal candidates will have experience in a support environment and have strong communication and IT skills, in particular social media.

Hours are flexible, but we would ideally like a minimum commitment of 4.5 hours per week for a period of six months.

Moderators positions are home based, with no requirement for travel. Training and support will be provided.

Key Tasks;

- To abide by, respect and uphold the values of Time to Talk Mental Health UK.
- To maintain the safe and friendly environment within Time to Talk Mental Health UK.
- To maintain the strict privacy and confidentiality requirements in Time to Talk Mental Health UK and all associated groups.
- To observe and uphold the guidance in the Time to Talk Mental Health UK and associated groups.
- To ensure that all members receive timely interaction in the form of a reaction (like) / comment.
- To ensure that all posts and comments comply with group guidelines.
- To ensure posts have a warning notice if applicable.
- To direct members to the appropriate mental health services as detailed on the group guidance, if required.
- Raise any concerns and interact with fellow Moderators / Administrators in the dedicated Admin Group as appropriate.
- To contribute to decisions about group direction, ensuring that all team members have the opportunity to input.
- To inform the team of any issues that need to be monitored or handed over.
- To inform the team of any shift changes, swaps or cancellations.
- Any other tasks which may be required from time to time.

To apply, please send your CV and a covering letter (no more than one side of A4) stating why you would like the role to sue@timetotalkuk.org.uk

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	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to GCSE Level or equivalent 	<ul style="list-style-type: none"> • Educated to A Level standard
Experience	<ul style="list-style-type: none"> • Experience of working for a charity • Working within guidelines • Experience of customer service or dealing with the public • Working with social media 	<ul style="list-style-type: none"> • Experience of working in mental health • Experience in a support role
Knowledge	<ul style="list-style-type: none"> • Understanding of confidentiality and GDPR • Understanding of customer service 	<ul style="list-style-type: none"> • Knowledge of fundraising • Understanding of Charity processes
Skills	<ul style="list-style-type: none"> • Ability to work as part of a team • Excellent communication skills • Excellent IT skills, in particular social media and email • Ability to follow processes and procedures • High level of ability to organise and manage own time, keeping to schedule and deadlines • Accurate and speedy typing and keyboard skills • Good organisational skills • Willing to take on/learn new skills • Ability to show attention to detail and accuracy • Ability to adapt to change • Ability to work under pressure with minimum supervision • Ability to safeguard confidential information and documentation 	
Other	<ul style="list-style-type: none"> • A strong desire and commitment to making a difference in the world of mental health 	