

Volunteer Position Description

Volunteer Role Title:	Online Support Group Moderators
Team:	Support Services
Date Created/Reviewed:	April 2018
Reports To:	Support Services Manager
Location:	Flexible – role is remote and can be worked from anywhere in Australia
Expected Time Commitment:	Role requires regular monitoring and engagement with online groups. Estimate of 3 hours per week, which could vary depending on demand

Role Purpose

CDH's Facebook support groups are an important element of our service delivery model, connecting our community by enabling support, information sharing and assistance. Our Online Support Group Moderators maintain the integrity of these groups to ensure their smooth running and adherence to the group rules as well as identifying and responding to opportunities to continually improve their functionality and group engagement.

Behavioural Standards

This role requires the incumbent to adhere to CDH's behavioural standards including the Volunteer Service Agreement.

Role Specific Tasks

- Creating, monitoring and managing content within groups, ensuring active involvement at least every 48 hours, including:
 - Posting a 'Topic of the Week' in the 3 main support groups
 - Encouraging group discussion
 - Ensuring members are familiar with the group rules and that content is consistent with these rules
 - Providing feedback to the Support Services Manager about the function and effectiveness of the groups
 - Providing external crisis-support referral information as necessary

Behavioural Capabilities

- Well-developed written communication skills
- High degree of personal resilience and ability to self-manage
- Sound judgement and decision-making skills
- Ability to work as a team player
- Ability to understand and consistently maintain strong professional boundaries and standards

Technical Competencies

- Sound Microsoft Office skills, including use of email
- Sound social media knowledge and navigation skills
- Confidence to become familiar with Google Teams, Calendar, Facebook Business Manager and Facebook Workplace

Qualifications and Licensing

- No mandatory qualifications
- Ability to provide a satisfactory Criminal Record Check

Pre-Service Training

The successful applicant will be required to undertake a series of short, online self-paced training sessions prior to commencement.