Forum Moderator Volunteer: Online Forum

**Team: Customer Care Centre**

**Main contact: Hannah Moore: Online Support Forum Manager**

**About Diabetes UK**

As the UK’s leading diabetes charity, our mission is that by bringing people together to work in partnership, we will support those living with diabetes, prevent Type 2 diabetes, make research breakthroughs, and ultimately find a cure.

About the ‘Forum Moderator Volunteer’ role

Our [Online Support Forum](https://forum.diabetes.org.uk) 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 and inclusive environment by ensuring members of the community follow our [User Guidelines](https://forum.diabetes.org.uk/boards/threads/user-guidelines.68474/). By guaranteeing that the forum stays safe, 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**

* Volunteer regular hours (minimum of 3-5 hours a week) to check for reported threads/posts
* Welcome new members and encourage a friendly atmosphere
* Offer peer support and give practical advice
* Be 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](https://forum.diabetes.org.uk/boards/threads/user-guidelines.68474/)
* 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
* Are willing to share own experience and knowledge of diabetes on a personal level
* Have a welcoming, friendly manner
* Are neutral and balanced in debate
* Are 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

* The opportunity to make a difference to a large network of people living with diabetes
* Direct experience of peer support and moderating online communities
* Development of communication and IT skills
* Full training and volunteer induction
* Appropriate Safeguarding Training
* Regular contact with volunteer moderator team and Diabetes UK forum staff team via email and volunteer board
* Regular telephone catch-up from the Online Support Forum Manager (approximately bi-monthly)
* Bi-annual training & meet-up days (often on a weekend)
* Attend Diabetes UK’s Volunteer Conference in your Region *(optional)*
* Reimbursement of out of office expenses incurred while carrying out activities for Diabetes UK, eg travel, lunch

How to apply and next steps

This role requires a criminal record check, which must be completed prior to volunteering.

To apply for this role, please complete a Volunteer Application Form.

Successful applicants 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.

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