



# Forum Moderator Volunteer Role Description

---

## Why we need you

We're the MS Society – a community of people living with MS, scientists, campaigners, listeners, organisers, ambassadors and fundraisers. Our volunteers are a key part of achieving our goals and their support is vital. Join us.

We receive thousands of support requests each month. We can't meet these requests without the vital contribution of our telephone, face to face and online support roles, ensuring that no one faces MS alone.

## What the role involves

This role may vary depending on needs, but is likely to include:

- Upholding our community guidelines across the online forum to maintain a supportive, friendly and interactive environment for all members
- Removing any spam content on the online forum
- Monitoring discussions and signposting members when necessary to information and support services on the website in an empathetic tone
- Developing a basic knowledge of statutory services, benefits and other issues related to people affected by MS and referring people on if necessary
- Keeping up to date with MS news and our work
- Adhering to our escalation protocol by escalating potentially critical content to the internal crisis team

We can support you to develop the skills you need for this role, including an induction into all the areas outlined. You will have a chance to discuss your role and any additional needs with us.

## What you need for this role

### Essential

---

**Together, we are strong enough to stop MS.**

Multiple Sclerosis Society. Registered charity numbers 1139257/SC041990. Registered as a limited company in England and Wales 07451571.

- Excellent empathic, interpersonal and writing skills
- Able to recognise and respect a diversity of views, attitudes and lifestyles and maintain confidentiality
- Confident using the internet, email and online forums
- Able to apply disability, equality and inclusion practices
- Able to keep people's personal data safe/confidential
- Non-judgemental approach to assessing and addressing forum rules breaches and inappropriate discussions

### Desirable

- Able to follow our policies, procedures and guidelines
- An understanding of MS

## Commitments

Whether your volunteering journey with us is long or short, we all make these commitments so we all know what to expect.

### Our commitment

- Offer you a role that fits with your life
- Keep you and everyone safe
- Welcome you as an individual
- Help you learn your role and support you to learn as you go
- Reimburse your out of pocket expenses
- Listen to your feedback and welcome your ideas
- Value your personal contribution
- Keep you connected and up to date
- Thank you for the impact you deliver

### Your commitment

- Respect the boundaries of your role and our Code of Conduct
- Keep yourself and others safe
- Value the contribution of others and the differences between us
- Complete the necessary learning pathway for your role
- Contribute positively to our story
- Express your ideas
- Recognise the limits of your experience and expertise
- Stay connected and up to date
- Share your successes and learning

Date created: March 2017

Date to be reviewed: January 2018

We regularly review our role descriptions to make sure they are up to date.