



## Forum Moderator Volunteer Role Description

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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 and 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

- Excellent empathic, interpersonal and writing skills
- Able to recognise and respect a diversity of views, attitudes and lifestyles and maintain confidentiality

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**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.

- Confident using Microsoft Office, the internet and email and online forums
- Able to keep people's personal data safe and 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

### In order to volunteer in this role you will need to:

- Complete the Welcome and Induction Checklist in the back of your [Welcome Pack](#) (opens in new window).
- Complete the training listed below:

<b>Must do training</b>	<b>Role specific training</b>
Data protection eLearning	Induction with your volunteer point of contact
Safeguarding for volunteers eLearning	

### Sources of support:

We will ensure that whilst volunteering with us you will have access to all the support you need to feel comfortable, confident with what you are doing, and able to achieve the most impact through your time with us.

In this role you will predominantly be supported by the staff members who recruited you to the role. They will be able to answer questions about what you'll be doing, your learning and where you can get more information. You can contact them via [communityteam@mssociety.org.uk](mailto:communityteam@mssociety.org.uk)

The Supporter Care Team is your point of contact for queries to MS other Society departments. They can offer support and signpost you to the right person: [supportercare@mssociety.org.uk](mailto:supportercare@mssociety.org.uk)

Speaking to other volunteers from can be another source of support. This is something you could organise yourself or ask your volunteer point of contact to do for you.

Other staff who can support you are listed on our volunteer website: [volunteers.mssociety.org.uk/volunteering-with-us/staff-support](https://volunteers.mssociety.org.uk/volunteering-with-us/staff-support)

Our [Volunteers Website](#) offers guidance on the practices and procedure you should follow: [volunteers.mssociety.org.uk](https://volunteers.mssociety.org.uk)

## Additional information about our volunteering programme:

When you volunteer with us, you join our powerful community of people living with MS, scientists, campaigners, listeners, organisers, ambassadors and fundraisers.

Our shared commitments help keep our volunteering programme enjoyable, meaningful and safe for everyone.

Download [Our Commitments](#) here.