

Position Description – Online Support Group Moderator

Arthritis Queensland (AQ) is seeking Online Support Group Moderators to help us provide peer support services to people living with arthritis.

Location:	Online
Hours:	Variable
Commitment:	Minimum of 6 months

In this role you will draw on your personal experience of living with arthritis to provide support to other people living with arthritis.

With a focus on reducing social isolation, providing emotional support and encouraging positive behavioral changes our Online Support Group Moderators are responsible for managing the day to day activity within the Online Support Groups.

Key Responsibilities

- Adding and welcoming new Members to the Group.
- Where appropriate making and engaging with posts and comments.
- Removing comments or posts which do not comply with the Group Rules.
- Turning-off comments on posts which are not creating a positive contribution to the Group.
- Muting Members who they feel may need to be removed from the group and reporting the issue to an Admin for decision.
- Reporting Complaints to Admins.

Our ideal volunteer will

- Have lived with arthritis for at least two years (ideal, but not necessary).
- Be a member of one of our Online Support Groups (ideal, but not necessary).
- Feel that they in a personal position to be able to focus on providing support to the Group ahead of receiving support from the Group.
- Be passionate about providing support to people living with arthritis.
- Have experience of moderating an online support group (ideal, but not necessary).
- Be open to continual learning and constructive criticism designed to improve our services.

Benefits for the volunteer

- Draw on your personal experience to improve the lives of people living with arthritis.
- Further develop your own knowledge.
- Build upon your interpersonal and communication skills.
- Join a vibrant team of staff and volunteers and feel a sense of achievement each day knowing you are making a difference.

To Apply

Please complete the online application form which can be found at – <https://www.arthritis.org.au/get-involved/volunteer/>

Aboriginal and Torres Strait Islander people are strongly encouraged to apply.