

Forum Moderator

Location:

Remote

Number of hours:

2 hours per week

Days required:

Flexible

What the role involves

This role will help ECHO to maintain a safe space for families to support one another on the online ECHO Forum. You'll be helping ECHO in the moderation of the platform as we launch this new and valuable resource for families. You will be supporting the ECHO team to contribute, identify topics that require input or remove inappropriate content.

While the responsibilities of this position will vary depending on the emerging and growing needs of the forum, the list below details the types of work involved:

- Checking of the forum on set days to monitor the posts and content
- Reviewing and ensuring that concerns are dealt with if needs be or responding to posts that need signposting or further input from ECHO team.
- Removing reported or inappropriate posts.
- Ensure that posts are in line with the forum rules, terms and conditions.
- Help to maintain a warm and welcoming environment by engaging with the forum community, through topic conversations and offering safe support
- Signposting to the relevant ECHO web resources and external information/organisations provided by ECHO
- Supporting the ECHO team in the growth of the forum
- Gaining feedback and insights from ECHO members
- Promoting the new resource through Facebook and other social media platforms

What we're looking for

- Someone willing to give 2 hours per week
- Someone aged 18 years old and over
- Open to a remote role, can be based anywhere in the UK as it is home based
- Someone happy to use online services e.g. the Forum platform

What we offer in return

- Training and induction from team ECHO

- Role brief and support/ supervisor/ named contact
- A supportive team to work alongside
- The opportunity to gain experience in growing an online platform for of a small charity
- The chance to support children and young people with heart conditions and their families
- Rewarding sense of having made a positive difference to people's lives

Requirements of role

- Good verbal and written communication skills
- Experience with social media, creating or managing content
- IT literate, experience of forum moderation would be ideal
- Thorough attention to detail
- The ability to work well from home
- Open, honest and positive attitude
- Be aware of, and understand the importance of confidentiality
- Professional and friendly manner to represent ECHO
- High levels of empathy and diplomacy

Through my volunteering I have been able to develop my own practical skills and create new connections. I cannot wait to continue volunteering with such an amazing organisation and helping raise vital awareness of children with heart conditions. - ECHO Volunteer