



# Moderator Job Description

<b>Role:</b>	Moderator
<b>Hours:</b>	Minimum 4 hours per week
<b>Location:</b>	Home Based
<b>Contract:</b>	Voluntary

We are looking for enthusiastic and empathetic volunteers to help Moderate the Time to Talk Mental Health UK Facebook peer support group. We are a national support group and our members come from all over the UK.

The group is open to members seeking and supporting each other 24/7 and 365 days a year. We have volunteer moderators as our peer-to-peer group ensures that our members are listened to and supported without judgement, with empathy and kindness. Our volunteer moderators have three shifts each day to choose from to suit their other commitments and are flexible when you need them to be.

We ask that you commit to at least 4 1/2 hours per week. The shifts are between 9am until 10.30pm. There is also an on-call Administrator available to support the moderator on duty should they need advice, guidance or support with a member. A supportive induction and training is funded and offered as well as a buddy to help you when you start volunteering.

The ideal candidate will have experience in supporting someone, have an awareness or lived experience of mental illnesses. You will also have a Facebook account or be willing to set one up. It is home based, you will need a laptop, tablet or phone as all interactions are online.

## Key Tasks;

- To abide by, respect and uphold the values of Time to Talk Mental Health UK.
- To maintain the safe and friendly environment within Time to Talk Mental Health UK.
- To maintain the strict privacy and confidentiality requirements in Time to Talk Mental Health UK and all associated groups.
- To ensure that all members receive timely interaction in the form of a reaction (like) / comment.
- To ensure that all posts and comments comply with group guidelines.
- To direct members to the appropriate mental health services as detailed on the group guidance, if required.
- Raise any concerns and interact with fellow Moderators / Administrators in the dedicated Admin Group as appropriate.
- To contribute to decisions about group direction, ensuring that all team members have the opportunity to input.
- To inform the team of any issues that need to be monitored or handed over.
- To inform the team of any shift changes, swaps or cancellations.
- Any other tasks which may be required from time to time.



To apply and request an informal chat, please email [sue@timetotalkuk.org.uk](mailto:sue@timetotalkuk.org.uk).