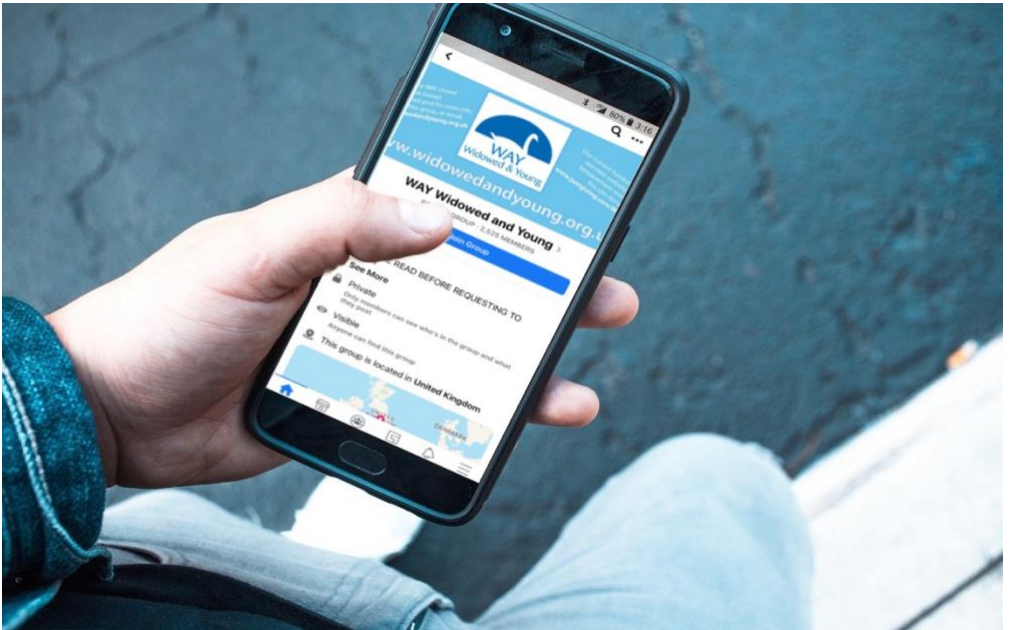




WAY Widowed & Young

Volunteering for WAY

Guidelines for Facebook Administrators and Moderators



Support. Understanding. Friendship.

Welcome!

Firstly, thank you for volunteering to be a Facebook moderator. The following is set out to act as a guideline to support you in your role. It refers to the main members-only WAY Facebook group and not to the many subgroups which are set up and run by volunteers.

While WAY tries to remain as consistent as possible, situations which arise should be treated on their own merit and a 'common-sense' approach should be adopted. Any concerns or areas of doubt should be referred to the Membership Services Manager, who acts as a first point of contact for Facebook Moderators where this is possible, or another member of WAY's Operational Team.

Admins /Moderators

Are appointed by WAY and named in the 'Members' section of the main WAY Facebook Group. The Admin team will consist of at least one member of the WAY Operational Team as administrators and 2 volunteer WAY members as moderators.

It is the role of the **Membership Services Manager** to add/remove members from the page unless during a time of absence, in which case any changes will be communicated to other admins.

Moderating Posts

The key role of a moderator is to oversee and monitor from a distance. Where possible, admins discuss (in a group chat) any posts causing concern before deciding on any action – however, it may not always be possible to contact the others and the decision may fall to just one admin. The WAY Facebook page, as a rule, runs smoothly, although there may be times when moderation is required. This can be as a result of a post being reported by another member, or because of the content as outlined below.

- If a **post contains illegal, abusive, racist content or personal content** regarding another member – **screenshot the post and remove immediately** – send the screenshot to the Membership Services Manager or, in their absence, another member of the Operational Team.
- If a **post is reported by another member**, it is considered in discussion with other admins, where possible. When a post is

reported it may be based on a members' personal opinion and may not require removal – admins should refer to the above point and the code of conduct within the [membership policy](#) to decide whether or not a post should be removed. If it is decided that a post should be removed, it should be **screenshot and sent as above**. A note should then be added by the admin who removed it with the reason why.

- **Turning off comments** on a post is a last resort when comments are becoming personal or controversial, but the post itself is not deemed necessary for removal. Only the Membership Services Manager or a member of the Operational Team should action this
- **Events** should only be posted on the main WAY page if they are open to everybody in the UK (ie online events or WAY holidays) and they should contain a link to the event on the WAY Website. Other events should be removed and the member asked to repost in local groups/on website.
- **Fundraisers** that are posted should be considered sensitively. If the fundraiser directly benefits WAY and is not being promoted in an excessive manner, this is fine. Other personal fundraisers are not to be encouraged but can be left if only posted once and done so in a positive manner.
- **Surveys and questionnaires** should not be posted on the facebook page as per the [Membership Policy](#) which states:

“WAY online users must not post material that constitutes market research; this includes questionnaires, surveys and consultation. This may invade privacy rights of fellow members and takes away from the peer support focus of our site”

Posts of this nature can be removed – the only exceptions being surveys and questionnaires posted by the WAY Operational Team or WAYs Communications Officer. This is because at times particular research can support WAY's objectives and the Charity will have given careful consideration to this prior to posting.

- **Media requests**, unless posted initially by the WAY Operational Team or WAYs Communications Officer, should be removed from the group, screenshotted and sent to the Operations Team to be followed up.



Media

WAY has a Communications Manager who can help you, or any member, if approached by media about the charity. The Communications Manager can be contacted on media@widowedandyoung.org.uk.

Safeguarding

Should a post be seen or reported where there would appear to be imminent danger to life or the safety of a member or towards another member, please follow the actions above by screenshotting the post and sending to the Membership Services Manager.

It may be helpful to signpost a member to WAY's 24-hour helpline or another support service such as The Samaritans or CRUSE.

If the post is deemed to be an emergency, and you feel that someone is in immediate danger, call 999 with the member's name and details of the post.

You should then make WAY's Membership Services Manager aware of any actions you have taken in case WAY needs to follow anything up.

Confidentiality

As an admin for the WAY Facebook group, you may be privy to information that is private and confidential. Discretion is paramount and no information gained from this role should be shared with anybody else.

Availability

There is no expectation that this role is 24/7, even though the Facebook page is available at all times. Where possible, issues should be dealt with in a timely manner, but this will be at a convenient time for both staff and volunteers. During working hours (Monday to Friday 9am-5pm), the Membership Services Manager and members of the Operational Team will be available. Out with those hours, messages can be sent and will be responded to when possible.

Adding New Members

As mentioned above, this will only be necessary on the rare occasions when none of the Operational Team are available to do this. However, below is outlined how to add members to the Main WAY Facebook Group. Should you be required to add a member, please ensure that you advise the Membership Services Manager on their return.

To be added to the group, an applicant:

Must be a member on the WAY website – an add/invitation by an existing member should not be taken to mean that this applicant is a WAY member.

Should have answered the 3 joining questions:

- 1) This group is for members of WAY only – are you a member of WAY (yes or no)
- 2) Have you registered on the WAY website using your authentication code (supplied through the post) Yes or No? - only members who have registered will be approved to join WAY's Facebook group.
- 3) Do you use a different name on the website to your Facebook name – if so please supply details of your name on the website (not your username)

Exceptions

- 1) If a member is not showing on the website this does not automatically mean that they are not a member. Please check with a member of the Operational Team or via enquiries@widowedandyoung.org.uk to ask for the name to be checked before declining.
- 2) If an applicant answers 'yes', please still check the website – if an applicant answers 'no' please leave as pending until a member of the Operational Team can assess this.
- 3) Please check the different name via the website and if it doesn't check out follow 1) above.

It is worth erring on the side of caution – if you are not certain, please do not add the applicant – equally, please do not decline the applicant as they receive a notification to that effect, and this could be upsetting if it is done in error. There can be a time-lag between answers from the questions appearing on the Facebook application, so please allow time for this to come through. It is better for there to be a delay in adding a member while their eligibility is checked than to decline a member in error.

If in doubt – please check it out with a member of the Operational Team.





New Member Cautions

Consider your personal safety – there should be no need to contact any potential applicant directly. Using your own account to contact people could put you at risk. If you feel an applicant requires some intervention, please contact a member of the Operational Team.

Fake Accounts – At election time many fake accounts are created so be wary. The above checks should automatically rule them out. Any concerns or doubt about applicants such as fake accounts or something obviously suspicious, please do not add them and contact the Operational Team with your concerns.

Removing Members

Only the operational team have the authority to remove a member from the Facebook page.

At regular intervals, the Membership Services Manager will do a check of membership and remove any members from the group whose membership has lapsed.

It is very rare that a member is removed from the group due to their behaviour and this would only happen after a thorough investigation, in line with WAY's Complaints Policy and only with



the authority of the Chief Executive.

Should anybody report any serious concerns about a member's eligibility or behavior in the group, please alert the Membership Services Manager in the first instance.

Should a member directly contact you regards their (or on behalf of another member) acceptance/removal from the page, please direct them to the enquiries@widowedandyoung.org.uk email address.

Ongoing Volunteer Support

All WAY Volunteers are given an Operational Contact – this may be the Volunteer Manager or another member of the team. For Facebook Moderators this is the **Membership Services Manager**

Volunteers can direct queries to their operational contact

The National Volunteer Manager will distribute Information and regular updates take place through the website/Facebook/email depending on the nature

Contact Details



Membership Services Manager
Colette Scarbrough-Jelfs
colette.jelfs@widowedandyoung.org.uk



National Volunteer Manager
Veronica Currie
veronica.currie@widowedandyoung.org.uk



WAY Widowed & Young

WAY's charitable objectives are as follows:

- *To advance the education of the public to raise the awareness of the needs of people who are widowed and young.*
- *To relieve persons in need, following bereavement by offering a peer-to-peer support network for anyone aged 50 or under, at the time of bereavement, who is overcoming the loss of a partner, married or not, with or without children, whatever their sexual orientation.*



Funded by National Lottery Community Fund



Support. Understanding. Friendship.

Founder: Caroline Sarll, 1997
Registered Charity No 1164988

Registered Address:
Suite 14, College Business Centre, Uttoxeter New Road, Derby, DE22 3WZ

enquiries@widowedandyoung.org.uk
www.widowedandyoung.org.uk



Follow WAY on Twitter
[@WidowedAndYoung](https://twitter.com/WidowedAndYoung)



Find WAY on Facebook
at WAY Widowed and Young



Follow WAY on Instagram
[@widowedandyoung](https://www.instagram.com/widowedandyoung)