

## Main WAY Facebook Moderator Volunteer Role Description

<b>Role:</b>	<b>Main WAY Facebook Moderator Volunteer</b>
<b>Location:</b>	<b>Any Location</b>
<b>Commitment:</b>	<b>Flexible to suit you</b>
<b>Duration:</b>	<b>No fixed term</b>

This is an ideal role for a WAY member who uses Facebook and knows the charity well. A Facebook Subgroup Moderator volunteer wants to help the charity and other members experience a safe social media experience.

As a peer-to-peer support charity, WAY is member led and members have, over time, recognised that connection can be made through similar experiences and interests. As a result members have created subgroups for WAY members. WAY hopes that these provide a safe place for members to share their thoughts, experiences and grief in a respectful and supportive way. Volunteer Facebook Subgroup Moderators can help this to be the case.

Previous WAY Volunteers have said they took on a voluntary role to 'give something back' after WAY has helped them so much. This is what WAY is all about – members coming together to offer friendship, advice and support, therefore having somebody to facilitate this is invaluable!

### Key Tasks

- Follow and refer to WAY's Volunteer Guidelines for Facebook Administrators and Moderators.
- Follow and refer to WAY's Facebook Charter and WAY's Membership Policy
- Alert members of WAY's Operational Team (Membership Services Manager in the first instance, or Volunteer Manager) if a post or comment is reported and contravenes the [WAY Facebook Charter](#).
- Attend regular training regarding the Facebook Moderator role
- Discuss potential action with a member of WAY's Membership Services Manager, in the first instance, or with WAY's Moderation Team of volunteers
- When required (a time period would be agreed and allocated ie weekends, cover for holidays/illness etc.) be an **active** Facebook Moderator (at other times a silent Moderator unless action requires discussion)
- During a period of being an **active** Facebook Moderator, record any action taken in the notes section and link the action taken back to the Facebook Charter



## Relevant Skills, Competencies and Expectations

You must:

- be a current member of WAY
- be a member of the main members-only WAY Facebook group
- have a functional level of IT skills, including a confident knowledge of using Facebook
- be able to communicate effectively in relation to WAY's Facebook Charter whilst remaining impartial.
- be willing to offer help and information to members
- have a duty of confidentiality to WAY in line with our policies and procedures.
- have an understanding of the functions of WAY Widowed and Young.
- advise us with as much notice as possible if you do not wish to continue in the role so that alternative provision can be made.

### What WAY will do:

- Provide all necessary information, support and guidance to enable you to fulfil the role effectively and confidently.
- Provide access to a Volunteers Only section on the website and on Facebook.
- Provide regular WAY updates to all volunteers.
- Provide training and support for any aspect of the role which you are unsure about.
- Value the opinions of our volunteers and are committed to developing consultation and representational procedures to ensure our services meet member's needs.

### Benefits of Volunteering

- Use your skills and experience to contribute to the success of WAY Widowed and Young.
- Meet new people and develop a Social and Online Network
- References to add to your CV.
- Increase your confidence and gain new skills

**Most importantly, you will be valued member of the WAY team, helping to support our local members to get the most they can out of WAY.**

**For further information please contact:**

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