

# Volunteer Role Profile



Volunteer Role

**Online Community Moderator Volunteer**

Volunteer Manager

**Volunteer Support Officer (autism help)**

Where you will be based

**Home**

## Why we want you

The National Autistic Society (NAS) Online Community is a place for autistic people and their families to meet like-minded people and share their experiences.

Moderating is a very rewarding and convenient way to make a direct contribution to the charity and to autistic people and their families. You will be directly involved in supporting a lively and fascinating peer-to-peer community. Our online community users participate in our community for emotional support, a sense of belonging, to develop new relationships and for help to resolve problems.

We are looking for volunteers to moderate our Online Community on each day of the week including Saturdays and Sundays. Moderation does not take place on Bank Holidays. Once trained, we will take account of your preferences regarding which day of the week you prefer to carry out your role. Volunteers will moderate from their homes or any other location where they can access a computer in a confidential setting.

## What you will be doing

- Ensuring the community is used appropriately and all members follow our community rules.
- Welcoming new members and assisting users having difficulty using the community
- Protecting users by monitoring and addressing inaccurate information (this may include inappropriate medical advice, inappropriate advice on strategies to use; every autistic individual is different and what may work for one individual may not work for another).
- Checking for and removing spam, advertising, promotion of products and unapproved research requests.
- Intervening only where absolutely necessary, mainly by adding reminders of the community rules; and, occasionally, by editing or removing posts or threads.
- Ensuring users do not post any identifying details for example, profile pictures, full names, addresses, links to social media etc.
- Signposting users to appropriate NAS resources and relevant information
- Sending handover notes to the moderation team.
- Checking in on users that need additional support.



- Alerting staff to any content that may be a safeguarding concern.

### **The skills you need**

- Proficiency in navigating the internet
- Good comprehension skills
- Able to learn new online platforms (training provided)
- Able to keep track of your progress and manage your time
- Proficiency in Microsoft Office (Excel & Word)
- Sensitivity to individuals' needs
- Commitment to confidentiality
- Open-mindedness and willingness to learn
- Self-motivation and ability to use your own initiative
- Reliability, consistency, and dependability

### **What's in it for you**

- Gain experience in a unique volunteer role that positively impacts autistic people and their families
- Acquire new skills and knowledge
- Experience a sense of satisfaction from contributing to the community
- Free access to our high-quality e-learning modules on autism