



## The Mix – Board Moderator Role Description

### About The Mix

The Mix is here to help 25s and under get to grips with any challenge they face – from mental health to money, from homelessness to finding a job, from break-ups to drugs. Anywhere and anytime; online, over the phone or via social media.

### About this role

In this role you'll help support young people by offering empathy, information and support on our online forums around a wide range of issues. If you're enthusiastic about online communities and have two hours free a week, this could be the opportunity for you!

### Main tasks:

- Moderating our online forums; responding to posts, mediating discussion
- Offering empathy, information, support and ongoing signposting to online community members
- Deleting spam and moving posts to relevant areas on the boards
- Managing conflict


### What we are looking for:

- You don't need any prior experience but you'll need to be at least 18-25.
- A strong interest in online communities
- A good grasp of the English language
- Basic computer skills and the ability to access the internet on a regular basis
- To be non-judgmental, diplomatic and have a good sense of humour
- To be enthusiastic about helping young people

### What you can expect from us:

- Full training provided
- Ongoing support and feedback

### Skills Gained:

- Improved communication, signposting and emotional support skills
  - Something to put on your CV e.g. commitment and social responsibility
  - Get an insight into key issues affecting young people e.g. mental health
  - After six months with us we'll happily provide you with a reference
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**Training requirements:**

- Full training will be provided through our e-learning courses
- Ongoing feedback and support will be provided by your volunteer manager via email, Skype, message boards or live chat.

**Commitment:**

Two hours a week - choose a time that works for you (though evenings and weekends are preferred). This is a virtual opportunity and is based wherever you have access to the internet.

**Location:**

On-Line

**How to apply:**

You can apply for this role on our website – [themix.org.uk/volunteering](http://themix.org.uk/volunteering)

