

## **The Mix - General Chat 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**

As a General Chat Moderator at The Mix, you'll be part of an online community and help run our light-hearted web chats. These chats offer a space for our online community to kick back, relax and let their hair down. Your role would be to manage these groups and make people feel at home. Our volunteer community is UK wide and helps young people 24/7.

### **Main tasks:**

In this role you'll oversee and contribute to live chat sessions on The Mix; working to make sure that chat members feel welcome, at ease and included. You'll offer empathy and light-touch support when needed as well as dealing with inappropriate conversations and diffuse any conflict in the room.

### **What we are looking for:**

- You must be 18-25 years old
- A strong interest in online communication
- A good grasp of the English language
- To be non-judgemental, diplomatic and have a good sense of humour
- Basic computer skills (particularly typing) and the ability to access the internet on a regular basis

### **What you can expect from us:**

- Full training provided
- Ongoing support and feedback

### **Skills Gained:**

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

**Training requirements:**

You'll observe chat sessions, complete a series of online courses on our e-learning platform, and receive regular feedback

**Commitment:**

Two hours a week (7:45 – 9:45pm on Sundays, Mondays, Tuesdays, Wednesdays or Thursdays)

Minimum commitment of six months

**Location:**

Online

**How to apply:**

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

