

Discussion Boards

Moderator

Role description





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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.

What is the role?

- Build a presence on our discussion boards and get to know our community.
- Work as part of a team to keep our Discussion Boards running safely and smoothly.
- Check that all posts made fit within our Community Guidelines (and following up with those that don't).
- Provide additional emotional support and signposting to our members when needed.
- Ensure any potential safeguarding concerns are escalated to staff.
- Maintain communication with our core staff team and your moderator colleagues, debriefing after shifts and passing on any essential updates from your shift to the team.

What are we're looking for from you?

- Be aged 18 to 25 and based in the UK.
- An interest in online communities and/or moderation.
- Be able to commit to a **2-hour shift each week** at a time that suits you.
- Have basic computer skills, particularly typing.
- Have access to a computer and a reliable internet access for the duration of your shift.
- Have a good grasp of the English language and be able to communicate with young people through chat-based messages.
- Be able to empathise with young people and provide non-judgemental emotional support without advising or directing them, as well as manage any conflict that arises on the boards.

What can you expect from us?

- A full training period, which will include e-learning modules and a guided practice shift to ensure you are equipped to moderate and facilitate discussions.
- An opportunity to develop key transferrable skills that you can add to your CV, as well as experience you can use in interviews.
- A chance to collaborate with staff who manage and support you, communicating regularly to discuss your work, volunteering experience and any successes or issues.
- Debriefs and support from our community team, who can provide emotional support and practical support with difficult content.
- Support with your development with additional training opportunities, as well as being updated about any other opportunities at The Mix.
- You'll learn more about key issues affecting young people and what kind of support is available to them, which could benefit you in future career opportunities.
- We'll provide you with a reference after 6 months of volunteering.





Commitment

A minimum of 6 months.

How to apply:

You can apply for this role via the [Volunteering](#) page on our website.

