



## The Mix - Group 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 Group Chat Moderator, you'll oversee live chat sessions on The Mix, offering empathy, information and support to our online community of under 25s.

### Main tasks:

In this role you'll oversee and contribute to live group chat sessions on The Mix; working to make sure community members feel welcome, at ease and included. You'll encourage and facilitate peer support; offering empathy, information and support to chat members as and when needed. You'll also deal with inappropriate conversations and diffuse any conflict in the room.


### What we are looking for:

- To be 18-25
- To be non-judgemental, diplomatic and have a good sense of humour
- A strong interest in online communication
- Basic computer skills (particularly typing) and reliable internet access
- A good grasp of the English language

### What you can expect from us:

- Full training provided
- Ongoing support and feedback

### Skills Gained:

- Improved communication skills
  - Something to add to 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
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**Training requirements:**

You'll observe group chat sessions, complete a series of e-learning courses, and receive regular feedback

**Commitment:**

Two hours (7:45 – 9:45pm) on a regular day each week

Minimum commitment of six months

**Location:**

Online

**How to apply:**

You can apply for this role on [our volunteer portal here](#)

