Support Group Moderator

Role description

Support Group Moderator
Information Sheet

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.

As a Support Group Moderator, you will be involved in offering empathy, information and support to young people under 25 who join our online community.

If you're enthusiastic about online communities, interested in developing your support and facilitation skills, and can see the benefits of peer support spaces for young people, this could be the opportunity for you.

What is the role?
- As a Support Group Moderator at The Mix, you will be part of an online community, overseeing and contributing to live text-based support groups, working to make sure community members feel welcome, at ease and included.
- Your role will be to moderate and facilitate discussions, encourage peer support, as well as well as offering empathy, information and non-judgemental emotional support to group members when needed.
- You'll ensure that conversations are in keeping with our community guidelines, manage any inappropriate conversations, and diffuse any conflict in the room.

You will be supported on shift by a supervisor who is there to help you with managing any situation that arises, and to answer any questions or concerns you may have. You are never alone with handling any difficult situations – your Supervisor will make any necessary safeguarding decisions and escalations. They will also facilitate a debrief session with you and your fellow moderators.

What are we looking for from you?
- Aged 18-25.
- Able to commit to a 2-hour shift (7:45pm – 9:45pm) on a regular day each week between Sunday - Thursday.
- Be able to empathise with young people and provide non-judgemental emotional support without advising or directing.
- 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.
- Live in the UK or residing in the UK when volunteering.
- Commit to 6 months of active volunteering.

What can you expect from us?

- **Up to 8 weeks' worth of training including an induction period** provided to ensure you are equipped to moderate and facilitate discussions. This also includes written feedback from the mentoring team.
- 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.**
- **Direct feedback from young people you've supported** – it's always positive and you're able to see the impact you've had on someone's life!
- We'll provide you with a **reference after 6 months of volunteering**.

Training requirements

You will start by observing one support group, and completing a series of e-learning courses. You will then be paired up with experienced moderators each week where you will slowly build up your skills in moderating and facilitating support groups. You will receive regular feedback from the staff team during this period and following your training, you will keep strong lines of communication with the community staff team who will be on-hand to support you throughout your volunteering journey.

Commitment

Two hours (7:45pm – 9:45pm) on a regular day each week, between Sunday - Thursday.
Minimum commitment of six months.

Location

Online.

How to apply:

You can apply for this role directly on our website.