

## Volunteer role description

# Talking Point Volunteer Moderator

Volunteers are vital to Alzheimer's Society. Our aim is to reduce the impact of dementia on lives today and create a world without dementia tomorrow. This role description is designed to give you clarity about what you are going to do and who will support you in it. All Alzheimer's Society people are expected to commit to our vision and values which underpin what we do everyday.

### **How does this role make a difference?**

Talking Point is Alzheimer's Society's online forum, where people can get support and information 24 hours a day, 7 days a week. Volunteer Moderators help to provide a welcoming and safe environment for people affected by dementia; they provide support to forum members and enforce forum rules when necessary.

This role description will introduce you to the general requirements of the role. Detailed information will be discussed when we speak with you.

### **What will you be doing?**

- Hosting the discussion forum alongside the Talking Point Manager, Administrator and Volunteer Hosts, ensuring it is a relevant, welcoming, safe and supportive environment
- Contributing to discussion forum policy and rules
- Visiting the discussion forum daily where possible and reading as many of the threads and posts as manageable
- Posting messages to welcome new members to the forum and ensuring that posts are replied to
- Reporting posts or private messages that are offensive or may cause concern to the Talking Point Manager, Administrator or to other moderators
- Removing 'SPAM' posts
- Moving posts to the appropriate section of the forum where necessary, or reporting wrongly placed posts to the Talking Point Manager
- Keeping contributors aware of the importance of their own privacy and safety, either directly, by private messages, or by talking to the Talking Point Manager, Administrator or other moderators
- Ensuring that the confidentiality of the moderators' section of the forum, 'Moderators Only', is maintained
- Taking part in 'Moderators Only' discussion about discussion board policy etc.

- Using the calendar in 'Moderators Only' to keep other moderators informed of holidays, sickness etc.

### **Will the role be suitable for you?**

No special qualifications are needed, but basic computer skills are essential. The role may be ideal for you if you:

- Have access to the internet
- Have some understanding of using Talking Point, email and website
- Have an understanding of the problems faced by people living with dementia
- Are sensitive and able to understand different points of view
- Are committed to the Society's expectations around values and behaviours.

### **How will you be supported in this role?**

- You will receive support from the Talking Point Manager and Administrator.
- You will be sent a Welcome Pack and be provided with relevant training materials before you join the team.
- You will be paired up with another moderator, who will act as your 'buddy' whilst you settle into the role.
- You will receive a telephone call from the Talking Point Manager within two weeks of starting the role, to discuss your progress and support needs.
- You will be offered regular telephone catch up sessions with the Talking Point Manager on an ongoing basis.
- You will be invited to attend twice-yearly Moderators' meetings, which offer the opportunity to meet with the rest of the team and access further training and support.

### **How much time will you need to give?**

- No daily fixed time is required, although regular signing in and responding is important
- We would appreciate a commitment of six months in the first instance, while recognising that personal circumstances may change.

### **How will Alzheimer's Society support you?**

- Relevant induction for the role including being made aware of the behavioural framework which is intrinsic to the Society
- Ongoing learning and development opportunities
- One to one and group based support
- Reimbursement of agreed out-of-pocket expenses.

*References and criminal records checks will be taken up as appropriate.*