Peer Connections Volunteer: Social Media Moderator

The National Multiple Sclerosis Society Community provides a space for all those affected by MS to participate in self-paced learning units within a social setting on Facebook. In addition to learning about health and wellness, symptom management and other MS-specific topics, community members can share and comment, connecting to other group members for advice and support.

Overview: Social Media Moderator volunteers provide support to maintain the National Multiple Sclerosis Community group membership, provide members resources and encouragement, and focus group engagement on trending topics in MS and social learning units.

Key Responsibilities:
- Approve, decline, and remove members
- Manage the membership data tracking form
- Monitor Community comments and discussion
- Engage with Community through positive support (reactions; words of encouragement)
- Respond to member posts/comments with Society resources
- Flag Society staff if there are negative, concerning or aggressive discussions/posts
- Join the Society Moderator Group on Facebook
- Collaborate with Society staff to post group engagement posts

Education and Support: The Society provides live and on-demand training to familiarize volunteers with the Society, expectations, and resources needed for the position. Moderators are also required to join the private Society Moderator Group which provides tools, resources, and a space to ask questions and support each other. Monthly virtual meetings will be offered to support moderators. Volunteers will receive correspondence about training and ongoing meetings from the Peer Connections Resource Team and their Staff Partner.

Qualifications:
- Connection to MS (living with MS, spouse/support partner, parent, sibling or child w/MS)
- Familiar with Facebook platform
- Familiar with Facebook Groups and/or Social Learning Groups (preference, not required)
- Good communication and typing skills
- Knowledgeable about Society resources

Schedule/Time Commitment:
- 1 day a week or more and rotating weekend shifts
- Moderate at least 3-4 times throughout the day
- 6-8 hours a month

Staff Partner: Jenny Tauchman