



Online Support Group Moderator

This volunteer role provides information and engages with members in one of TransFolk of WA's Facebook peer support groups.

What you'll be doing:

- Working in a team with other group moderators
- Adding and welcoming new group members
- Commenting on posts and answering questions
- Helping members find resources in the group
- Making posts to build community e.g. starting selfie threads, posting a question of the week
- Being available for members to private message you with questions

Skills, experience and qualities needed:

- Same lived experience as the group you are applying to moderate (e.g. you'll need to be a trans women or trans feminine to moderate the trans women group).
- Easy to understand online communication skills – comments, posts and messages via social media
- Ability to use Facebook, ideally experience with being a member of a Facebook group
- People skills such as: friendliness, open mindedness, willingness to 'listen' to what someone is saying

Time Commitment:

About 2 hours per week is the minimum amount of time needed to for this volunteer role. Usually this is spread out throughout the week as needed. The time of day is flexible to the volunteer's needs.

For example, it's ideal for group moderators to check the group activity at least once a day to comment and react to posts. Time will also be spent adding new people to the group and responding to any messages from members. Every few weeks group admins may spend some time chatting about the group and planning future posts.

Other information:

You will need:

- A device with internet access (e.g. a computer or phone)
- A Facebook account

This role is performed from your own home or device whilst on the go. There isn't a physical building that you would volunteer out of.

Support Offered:

You'll be part of a team of other group moderators and will be able to troubleshoot with the group. You'll receive an induction into volunteering with TransFolk of WA. The Volunteering Coordinator or a supervisor will be the point of contact re volunteering responsibilities and commitments.

Benefits of the role:

- Sense of satisfaction knowing you've helped provide someone with key information or resources

Volunteer Role Description – Online Group Moderator



- Opportunity to learn from others more experienced in online group moderation
- Learning about experiences and issues that people in the community encounter
- Being connected to the broader group of TransFolk of WA Volunteers

What to do if you're interested:

Head to the TransFolk of WA website and complete the volunteer expression of interest online form.

The form will ask for:

- Your contact details
- How you identify (as a peer organisation this is relevant)
- A paragraph outlining why you're interested in the role
- A paragraph responding to the information in this role description
- Information on your skills