

## Colostomy UK Volunteer role: Facebook support group Moderator

<b>Role title</b>	Moderator volunteer for Colostomy UK Facebook Support Group
<b>Purpose of the role</b>	<p>Help facilitate the group; answering questions and signposting to other information sources as appropriate and helping to administer the group</p> <p>To provide support and advice to members of the Colostomy UK 'Closed/Private' Facebook group.</p> <p>The Colostomy UK private members Facebook group has nearly 9000 members and provides help and guidance to people living with stomas, their families, carers, and friends.</p>
<b>How you will be doing this</b>	<ul style="list-style-type: none"> <li>• You will be on rota to act as the initial responder for Colostomy UK on the group, with support from other volunteers and Colostomy UK personnel.</li> <li>• You will have an understanding of the Facebook group rules and guidelines and will alert the team to any concerns.</li> <li>• You will respond to requests in a timely manner offering support and assistance as per Colostomy UK guidance/ training</li> <li>• You can complete this at home and will need access to the internet.</li> <li>• You will be required for a minimum of 2 hours per shift, ideally between 9am and 11pm, 7 days per week.</li> <li>• You will be using a Colostomy UK profile to respond and engage.</li> </ul>
<b>Skills, experience and qualities needed</b>	<p>Great if you are an ostomate but to moderate you don't need to have a stoma.</p> <ul style="list-style-type: none"> <li>• You will have good written communication skills and able to use a computer to respond to messages in a timely manner.</li> <li>• Correspond in a supportive and person specific manner with members of the group.</li> <li>• An empathy with and enthusiasm for helping people.</li> <li>• You will have familiarity with the Facebook platform or willingness to develop this.</li> <li>• You will be willing to undertake relevant training for the role. This includes induction training, safeguarding and boundaries.</li> <li>• You can work as part of a remote team and complete relevant handover, as necessary.</li> <li>• A good understanding of our charity and the support we offer (training will be provided)</li> </ul>

<b>When and where</b>	<ul style="list-style-type: none"> <li>• You can complete this role remotely, for example at home.</li> <li>• You will be required to have access to the internet and either a mobile or other device.</li> <li>• You will be required to cover evening and weekends, currently during the day the office team cover the group. However, if you can do weekdays too that would be great. This will be on a rota, shifts can be scheduled for the same day and time each week, or vary, as suits you and Colostomy UK.</li> </ul>
<b>Support offered</b>	<ul style="list-style-type: none"> <li>• You will receive relevant training and induction from Colostomy UK followed by on-going support.</li> <li>• You will have a named person to ‘buddy’ with during initial stages and access to all Colostomy UK information.</li> <li>• Out of pocket expenses given, e.g. travel if we meet up as a group or have a face to face meeting/training</li> </ul>
<b>What you could get out of it</b>	<ul style="list-style-type: none"> <li>• Making a difference to ostomates at a time of individual need.</li> <li>• Developing your knowledge and experience of others living with stoma and skills in supporting others</li> <li>• Being part of a developing team of support volunteers.</li> <li>• Enhance communication skills</li> </ul>
<b>Other relevant information</b>	<p>You will need to complete the relevant training for the role. The post is subject to an enhanced DBS check. You will be asked to complete an application form, telephone interview, and provide 2 satisfactory references.</p>
<b>What to do if you are interested</b>	<p>Please contact Volunteer Manager on <a href="mailto:volunteer@colostomyuk.org">volunteer@colostomyuk.org</a> or call 0118 939 1537.</p> <p>We are happy to complete an informal telephone call to speak further and answer any further questions.</p>
<b>About Colostomy UK</b>	<p>Colostomy UK is a national charity that offers support and advice to people who have had stoma surgery (ostomates) and to their friends, families and carers. Our projects empower ostomates to return to sports, hobbies and other activities after their surgery and give them the confidence to take on fresh challenges. We also advocate for ostomates’ rights and are their voice on the bigger issues. Our campaigns raise awareness of ‘life with a stoma’ and encourage organisations to make their facilities more inclusive.</p>