



## Peer Connections Volunteer: Online Community Leader

*[Online Communities](#) provide people affected by multiple sclerosis the support, information, and connections they need —when they need them. These communities are led by trained volunteers who assist in posting and ensuring community members have access to resources.*

### **Volunteer Description:**

Online Community Leaders work as a team to maintain a safe online community space, and to provide encouragement, support, and information about Society resources to online community members through commenting and direct messaging. With Society support, volunteers will develop and post engaging content focused on trending topics in MS.

**Staff Contact:** Peer Connections Resource Team [PeerConnections@nmss.org](mailto:PeerConnections@nmss.org)

### **Qualifications:**

- Connection to MS (living with MS, spouse/support partner, parent, sibling or child w/MS)
- Comfortable engaging over social media platforms and online discussion boards
- Access to internet services
- Owns a computer, laptop or tablet device
- Good technology skills
- Good communication skills
- Ability to remain unbiased
- Knowledgeable about Society resources
- Active membership in both the [National MS Society Facebook Community](#) and the [Multiple Sclerosis Connections Group](#) on The Mighty, in addition to any other opportunities that may arise.

### **Responsibilities:**

- Engage with online communities through positive support (reactions, words of encouragement)
- Respond to members posts, comments, and direct messages with Society resources
- Flag Society staff if there are negative, concerning or aggressive discussions, posts, or messages
- Join the Online Community Leader Facebook Group
- Collaborate with Society staff to develop and post engagement posts
- Attend regular check in meetings with staff
- Participate in ongoing learning opportunities and trainings as needed

**Time Commitment:**

- Weekly engagement in assigned online community along with 1-hour monthly team meetings
- Minimum 1-year commitment

**Training Provided:**

The National MS Society provides on-demand training to familiarize volunteers with the Society and prepare them for their new volunteer role. Online Community Leader training consists of four, hour-long components:

- Welcome to the Society
- Someone to Listen
- Difficult Conversations and Crisis Support
- Online Community Engagement

After completing the trainings, Online Community Leaders are also required to join the private Online Community Leader Facebook Group which provides tools, resources, and a space to ask questions and support each other.

**Benefits of volunteering:**

- Connect with others affected by MS
- Give back to the community
- Offer support and resources
- Learn new skills