Peer Connections Volunteer: Social Media Moderator
National MS Society Community – Facebook Group

Facebook Community Group: The National Multiple Sclerosis Society Community provides an opportunity for all people affected by MS to learn about health and wellness, symptom management and other MS-specific topics, while also sharing, commenting, and connecting to other group members for advice and support.

Volunteer Description: Volunteer moderators work as a team to maintain group membership, provide resources and encouragement to group members, and focus group engagement on trending topics in MS and social learning guides.

Staff Contact: Peer Connections Resource Team PeerConnections@nmss.org

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 (preference, not required)
- 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

Responsibilities:
- Approve/decline members
- Manage membership data tracking form
- Monitor Community comments and discussion
- Engage with Community through positive support (reactions; words of encouragement)
- Respond to members posts, comments, and messages with Society resources
- Flag Society staff if there are negative, concerning or aggressive discussions, posts, or messages
- Join the Society Moderator Group on Facebook
- Collaborate with Society staff to develop and post engagement posts
- Attend regular check in meetings with staff
**Schedule/Time Commitment:**
- At least 1 day a week (moderate 3-4 times a day)
- At least 6 hours a month
- Minimum 1-year commitment

**Training Provided:** The National MS Society provides on-demand training to familiarize volunteers with the Society, virtual orientation, and monthly support calls for moderators. 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.

**Benefits of volunteering:**
- Connect with others affected by MS
- Give back to the community
- Offer support and resources
- Learn new skills