



MC Community Forums Moderator Job Description

MentorCONNECT Mission: Community Forums

The mission of *MentorCONNECT* is to provide one-on-one and group mentoring opportunities to individuals in recovery from eating disorders.

The Community Forums is where *MentorCONNECT* members can access group mentoring and support opportunities.

Diligent, comprehensive moderation is KEY to the success of the Community Forums in providing quality support.

Reporting

The Forums Moderator will report to the Forums Supervisor.

Forums Supervisor: Jeanette

Email: Jeanette@mentorconnect-ed.org

Forums Profile: <http://key-to-life.ning.com/profile/Jeanette>

Responsibilities Overview

A Forums Moderator's responsibilities are two-fold: moderating all site content for selected areas (Blogs, Assigned Groups, Photos, Videos, Pages) and reporting violations to the Forums Supervisor for appropriate handling.

Job Description:

- Thoroughly review all blog and group posts for triggering content
- Flag members with triggering content and report them to the Forums Supervisor so that a warning or ban may be issued by the MC Leadership Team
- Flag blogs, assigned groups, and pages with triggering content and report them to the Forums Supervisor for removal by the MC Leadership Team
- Send an email to Jeanette@mentorconnect-ed.org at the end of each daily moderation to notify us that the blogs have been read for that day. The email must be sent regardless of whether there is triggering comment to report so we know that moderation has been completed for that day

Anonymity

Moderators always act anonymously. The Forums Supervisor and Leadership Team handle the issuing of warnings and bans and the removal of triggering content.

Moderation Shift Assignments

Each Forums Moderator is asked to submit a schedule of availability to the Forums Supervisor during training. Moderators will be scheduled for flexible hours as their schedule permits. Moderators may increase their hours upon availability.



Training

New Moderators will be trained by the Forums Supervisor. Training will consist of five days of supervised moderation following the guidelines below.

Training will take place in hourly shifts. Shifts can be flexible and will be mutually agreed upon by the Supervisor and new Moderator.

During training shifts, the Moderator Trainee will read through all newly-posted Publicly-Visible Content (see “Publicly-Visible Content” for complete description) for appropriateness using the guidelines in this Job Description.

Trainee will provide a summary report to Supervisor at the end of each training shift, with any problem areas flagged for discussion prior to the next training shift.

At the conclusion of the initial five days of training, readiness for solo moderation duties will be determined at the discretion of the Training Supervisor. Additional training may be required periodically.

Community Forums Agreement, Pro-Recovery Guidelines, Moderation Policy

Live chat support group Moderators must be thoroughly familiar with and be prepared to abide by all of the MentorCONNECT community rules prior to the beginning of the first training shift. Please discuss any questions or concerns about the Guidelines with the Forums Supervisor before beginning training. The Forums Agreement, Pro-Recovery guidelines, and moderation policies can be found here:

Forums Agreement: <http://www.mentorconnect-edforums.org/page/forums-agreement>

Pro-Recovery Talk Guidelines: <http://mentorconnect-edforums.org/page/prorecovery-policy>

Moderation Policy: <http://mentorconnect-edforums.org/page/moderation-policy/>

Publicly-Visible Content

All publicly-visible Forums content is moderated for appropriateness to *MentorCONNECT*'s mission and purpose. Moderators' duties extend to Publicly-Visible Content as assigned ONLY. While moderators will not be involved in the removal of publicly-visible content, it is important to thoroughly review *MentorCONNECT*'s policy on what publicly-visible content is and how it is handled on the Forums.

Publicly-Visible Content Description:

Publicly-visible content may include but is not limited to:

- Personal Profile information
- Blogs
- Online Support Groups
- Photos / Videos / Audio / Artwork



Publicly-Visible Content, cont.

Publicly-Visible Content Policy:

- Once posted, all publicly-visible content will remain visible for the lifetime of the community
- Moderators will not respond to requests from members for deletion of posts unless content is deemed triggering or inappropriate
- All members are expected to read and abide by the Forums & Group Rules at all times – not knowing the rules is no excuse for breaking them
- The Forums moderators are on-call to escalate complaints about triggering content from other members and will make every effort to resolve the complaint without resorting to banning the posting member (see “Banning Members”)

Handling Requests from Forums Members for Interventions, Referrals or Information

- Participation in *MentorCONNECT* is never a substitute or replacement for professional medical guidance and care
- Serving as a volunteer Mentor, live chat support group Moderator, or *MentorCONNECT* volunteer in any capacity does not extend to offering referrals or advice about eating disorders treatment
- *MentorCONNECT*'s official policy is to refer those who seek additional support to NEDA, ANAD, EDReferral, Gurze or other similar website resources
- When offering resources for further information, Moderators are required to give at least 3 resources as we do not endorse particular services or providers

Additional Support

The Forums Supervisor is always available for help, support, and trouble-shooting. The live chat support groups Moderator should not hesitate to contact the Supervisor in any situation where guidance and support is needed.