



## **MC Community Groups 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 in all of its activities.

### **Reporting**

The Groups Moderator will report to the Forums Supervisor.

Forums Supervisor: Jeanette

Email: [Jeanette@mentorconnect-ed.org](mailto:Jeanette@mentorconnect-ed.org)

Forums Profile: <http://mentorconnect-edforums.org/profile/Jeanette>

### **Training**

New Groups Moderators must be thoroughly familiar with and be prepared to abide by all of the MentorCONNECT Forums Agreement, Pro-Recovery Guidelines, and Moderation Policies prior to the beginning of the first training shift. Please discuss any questions or concerns about the Rules with the Forums Supervisor before beginning training.

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/>

### **Responsibilities Overview**

A Groups Moderator's responsibilities are as follows:

- Monitoring and moderating all content as per the Forums Rules and Pro-Recovery Guidelines
- Reporting disallowed content to the Forums Supervisor for appropriate handling (group moderators are not required to issue warnings or remove disallowed content)
- Posting discussion items to encourage group interaction
- Responding to member posts and answering questions as pertinent to the group's focus and purpose
- "Leading by example" to support and encourage members to abide by MC's policies and to make the most of their membership benefits while participating on MC's groups



## **Job Description**

A Groups Moderator's job description is as follows:

- Thoroughly review all group posts for triggering content
- Note posts that contain disallowed or triggering content and report them to the Forums Supervisor for removal by the MC Leadership Team
- Post interesting new discussion topics, respond to member posts, and encourage group members to connect and support one another in a pro-recovery manner
- Send an email to [Jeanette@mentorconnect-ed.org](mailto:Jeanette@mentorconnect-ed.org) as needed, and at a minimum of once weekly, to report on the group's activities and discuss any questions or issues

## **Anonymity**

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

## **Groups Moderation Time Commitment**

Each Groups Moderator is asked to sign up for automatic notifications when new content is posted within their group and to commit to moderating content on a daily basis, at least once per day, to ensure any disallowed or triggering content is reported to the Forums Supervisor without delay.

Groups Moderators are always welcome to ask the Forums Supervisor to arrange for coverage assistance should they be unable to moderate on a given day.

It is suggested that new discussion topics be posted at a minimum of three times per week, and more often as the Groups Moderator is able, to encourage lively participation and maximum member benefit from participating in the group.