



Peer Connections Volunteer: Online Community Moderator

[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 Moderators 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.

The National MS Society is committed to embedding diversity, equity, and inclusion in everything we do. We strive to create communities and connection opportunities where everyone feels empowered to bring their authentic selves so we can foster a sense of authenticity and belonging.

Staff Contact: Senior Manager, Online Communities: community@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:

- Provide an authentically safe and inclusive space that aligns with the Society's [Diversity, Equity & Inclusion principles](#), where participants can share their common lived experiences.
- Adherence, at all times, to the Society's [Inclusion Policy](#).
- 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 Moderators 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 and live training to familiarize volunteers with the Society and prepare them for their new volunteer role. Online Community Moderator training consists of three, hour-long components:

- Welcome to the Society
- Challenging Conversations & Crisis Support
- Online Community Engagement

After completing the training, Online Community Moderators are also required to join the private Online Community Moderators 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
- Resume building