



Volunteer role description

About the role

Role title	Digital Champion volunteer
Reports to	Support Events and Digital Community Manager
Location	Home based.
Start date	<p>These roles are available to start immediately, following an interview, training and DBS check.</p> <p>We would appreciate any length of time you'd be able to volunteer with us. Although there is no minimum length, due to the training and support given to all successful volunteers, we feel that this role would be well suited to applicants that plan to volunteer with us in the long term.</p>
Timings	<p>We will operate using a rota-system which will be flexible and can change to fit around volunteers' schedules. As a volunteer, we ask that you cover two shifts a week, to ensure we have moderation cover for the online communities when needed. We will ask you to indicate which of the following shifts you'd be available to cover:</p> <ul style="list-style-type: none">• Morning (9am-1pm)• Afternoon (1pm-5pm)• Evenings (5pm-9pm) <p>During a shift, volunteers will not be expected to monitor the group at all times, but just to check-in occasionally.</p> <p>This is an on-going role and can be done completely from home. All volunteers will also need to complete mandatory moderation training, to be delivered online in a four-hour session.</p>

Aim of role

Moderation and member engagement helps to keep our online community a safe and welcoming space for everyone affected by ovarian cancer. This new Digital Champions role means that members of the online community can be involved in the running of the Ovarian Cancer Community and/or In Touch Facebook groups and play a key role in shaping the support available. Digital Champion volunteers will support with overseeing membership, content and discussions within our growing Facebook groups, and helping to spread the word about our online community. This is an exciting time to join us as we get ready to launch this new project!

These roles are only open to existing members of either both or one of Target Ovarian Cancer's online community groups: the Ovarian Cancer Community and In Touch.

UK residents only aged 18 and older.

About Target Ovarian Cancer

At Target Ovarian Cancer, we target what's important to stop ovarian cancer devastating lives.

We give trusted information, to help people ask questions and make decisions that are right for them. We connect people with shared experiences, and we support families every step of the way.

We stand together as a powerful community for everyone facing ovarian cancer across the UK, sharing stories and raising voices, to make sure that ovarian cancer becomes a health priority.

We know that early diagnosis saves lives, so we work closely with GPs who are at the heart of this, to help them diagnose ovarian cancer faster and earlier – giving everyone the best chance of living.

And our investment in research to find new, better and more targeted treatments means that everyone can live with hope for their future.

We're fighting for a world where everyone with ovarian cancer lives, and we're targeting what's important – symptoms awareness, early diagnosis, better

treatments and support for all.

Specific responsibilities

- Moderating either one or both of our online Facebook groups, including approving or declining membership requests and posts and removing posts that go against our group rules.
- Helping to keep the Online Community a safe space for all members, escalating safeguarding concerns, and responding to moderation alerts where needed.
- Ensure our records are accurate by updating moderation documents
- Supporting Target to help grow the community, whether by spreading the word, or suggesting ideas for how to reach more people affected by ovarian cancer.
- Engaging members of the group, including welcoming new members and responding to posts that aren't getting many responses.
- Making members aware of the additional support and information available, such as signposting to our nurse-led support line.
- Contribute towards our moderator meetings to share insight and feedback with Admins and other Digital Champions.

Person specification

To volunteer with us you will need the following:

Knowledge and experience:
Access to a secure device e.g. phone, laptop or tablet.
Knowledge of the impacts of ovarian cancer
Experience and knowledge of the basic functions of Facebook and how to post and share content within groups
Personal attributes and skills
Sensitivity and the ability to maintain appropriate boundaries when talking to community members about sensitive topics.
Ability to work both independently and as part of a team
Confidence to make decisions, respond proactively to emerging issues, and to have an understanding of when an issue should be flagged to the Admin Team.
Empathic and understanding of the impact of ovarian cancer on women, their family and friends
Ability to maintain confidentiality
Willingness to keep to the community rules and guidelines set out by Target Ovarian Cancer when carrying out your role
Good communication skills, both written and verbal.
IT skills

What we can offer you

Volunteering with us as a Digital Champion means:

- The opportunity to develop new skills in online group moderation
- Being able to connect with other people affected by ovarian cancer and being part of a growing community
- Working closely with Target Ovarian Cancer to support our mission to stop ovarian cancer devastating lives, and being kept up to date with upcoming events and research

Your wellbeing is important to us, so to support you in your role we will offer:

- **Flexibility** – you'll have the choice between morning, afternoon and evening shifts, based on what works for you. You can also complete your volunteer role completely remotely.
- **Training** in moderation and safeguarding to support you with carrying out your role and develop your skills in moderating online groups.
- **Useful resources** to use during your role, including a moderation guide and templates.
- **Guidance and support** from Target to build your confidence in making moderation decisions.
- **A private moderator group and team meetings** – a chance to connect with other Digital Champion volunteers, share insight and hear useful updates from relating to your role.

Please note that we require 2 references and a valid UK passport from all successful applicants.

Equal opportunities

Target Ovarian Cancer is committed to the promotion of equal opportunity and does not discriminate against applicants for volunteer positions on the basis of race, sexual orientation, religion, colour, sex, age, national origin, disability or any other status or condition protected by applicable law.