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| Position title | **Online Communities Moderator** | | | | |
| Position reports to | Online Communities Manager | | | | |
| Work level | 1 | 2 | 3 | 4 |  |
| Group and team | Supports and Services | | | | |
| Location | Onsite at the Hub in Melbourne CBD or Hybrid  [Hiring manager – ensure you refer to the [Hybrid working policy](http://bbconnect.beyondblue.org.au/bbConnectDocs/bbHRDocuments/Hybrid%20Working%20Policy.pdf) and discuss the location requirements for the role with your candidate. Delete this message before publishing.] | | | | |
| Employment type | Fixed Term, 2 years | | | | |
| Direct reports | 0 | | | | |
| Why choose Beyond Blue  Beyond Blue has been providing supports and services to people in Australia for over 20 years.  We are Australia’s most well-known and visited mental health organisation, focused on supporting people affected by anxiety, depression and suicide. We are inspired by our vision that ‘all people in Australia achieve their best possible mental health’ and are driven by our mission to work with the community to improve mental health and prevent suicide.  We aim to achieve this through three strategic priorities:   1. Promoting mental health and wellbeing 2. Being a trusted source of information, advice and support 3. Working together to prevent suicide   At Beyond Blue the community is at the heart of everything we do.  By joining our team you’ll be involved in meaningful work, collaborating with a cross-section of colleagues, partners, and community right across Australia. We offer our team opportunities to support and learn from one another, build capabilities, celebrate successes along the way, and generous not-for-profit salary packaging options.  Your mental and physical health are important to us – we offer a range of wellbeing initiatives, including an Employee Assistance Program, a comprehensive Flexible working policy, ensuring you have safe and effective ergonomic support no matter where you work, as well as employee-led groups and initiatives.   We strive to live our organisational values of **Collaboration, Respect, Enthusiasm, Excellence, Innovation and Integrity** to help create a happy, safe and productive work environment. | | | | | |
| About the role | | | | | |
| Role description | The Services and Support team at Beyond Blue delivers effective early intervention, treatment and recovery-focused mental health and suicide prevention supports and services, so people can receive help early and recover quickly to ensure their best possible mental health.  The Services and Support team enables the provision of the Beyond Blue Support Service, which provides:   * effective and sustainable support to the community that meets increasing demand, * accessible services that continually evolves to meet the needs and expectations of the community. * access to safe online channels to support people ability share personal stories and success to effective support to maintain good mental health   The Online Community Moderator monitors and moderates user-generated content to ensure that Beyond Blue’s Online Communities are maintained as a space that facilitates the safe sharing of personal stories of depression, anxiety and suicide, and how lives are affected by these conditions.  The role assists people and communities to find and engage with appropriate support and services by curating, organising and responding to online discussions across our online forums and social media channels, building the reputation of our online communities as a reliable enabler of change.  The role works on a cross-functional level across the organisation, both within the Supports and Services team and the broader organisation to provide input and advice. | | | | |
| Key accountabilities | Area of accountability  **MODERATION & MONITORING**   * Monitor discussions on all channels for clinical and organisational risk. * Review content submitted by forum users for publication, including posts, avatars and display names and escalating to clinical team where appropriate. * Online and offline correspondence with forum users to resolve issues related to registration, membership, edits, removal and rejection of posts, and appropriate use of the forums. * Manage the on-hold forum user list in the moderation dashboard, regularly reviewing user behaviour in accordance with community guidelines and risk to determine whether holds should be placed or removed * Responding to general requests and queries received via Beyond Blue social media channels and liaising with internal stakeholders to resolve issues as required. * Manage email inquiries through the moderation support inbox, resolving forum account issues and forwarding inquiries to appropriate business areas as required. * Ensures forum discussions are housed in their appropriate categories, and have titles relevant to their content. * Manages the moderation rules engine to remove obstacles to participation and encourage contributions and provides input on changes to community rules policies. * Manage and update moderator notes with relevant risk and user behaviour data.   **PROVISION OF ONLINE SUPPORT**   * Responding to all social media queries and comments to timeline and within established Beyond Blue protocols (up to two hours in normal circumstances). * Monitoring Beyond Blue social feeds (Facebook, Twitter, LinkedIn & Instagram), and proactively identifying opportunities for posts and interactions.   **COMMUNICATIONS/MARKETING/PR/CONTENT**   * Thematic review and feedback of insights gained from user-generated content to relevant internal stakeholders, to inform campaign and resource development * Support the Online Communities Co-ordinator in maintaining the knowledge bank of key messages and FAQs that identifies responses for different scenarios and escalation points as required * Provide input to reviews of community guidelines, policies, forthcoming social media content and campaigns.   **VOLUNTEER LIAISON & STAFF SUPPORT**   * Support the Online Communities Volunteer Advisor through regular engagement on private champions forum to provide moderation support and guidance to the volunteer team * Support the Online Communities team in preparing moderation shift handover notes and briefings for out-of-hours moderation team * Support the team to organise, plan and deliver the annual Community Champions Training Day. | | | | |
| Key stakeholders | Key stakeholders  Internal   * Lived Experience Mentor * Marketing Advisor, Social * Mental Health Adviser * Community Fundraising Manager * Support Service Operations Lead * Early Intervention Product Lead   External   * External Moderation Contractors * Forum Community Champions * Forum Community Members * Facebook, Instagram, Twitter, LinkedIn Followers | | | | |
| What we are looking for | | | | | |
| Capability | Of the eight capabilities listed in our capability framework, the following behaviours are critical for role success (must already be demonstrating at the expected competence to step into the role)  **Communication**   * Uses vocabulary that is appropriate to the audience, is culturally inclusive and aligns language to Beyond Blue values * Begins with the end in mind; analyses the audience and selects content that is fit for purpose * Communicates clearly and concisely, explaining facts, concepts, practices and policies to others within the scope of their role. Demonstrates enthusiasm for content * Engages in active listening and has an awareness of own and others communication styles and adapts accordingly * Is accessible, responsive and builds rapport, actively reaching out to engage or work with others and is conscious of nonverbal communication style   **Community centricity**   * Values community engagement and demonstrates sound knowledge of community centric principles * Demonstrates active listening without judgment and observation of non-verbal cues to establish rapport * Has foundation knowledge of mental health and suicide prevention topics including the risks and protective factors, and the importance of self-care * Uses inclusive language and practices when working with or talking about different communities * Demonstrates empathy and understanding of mental health and & suicide prevention, respects lived and living experience of mental health and uses it to inform work   **Innovative mindset**   * Shows openness and enthusiasm to learn and curiosity to try something new; is not afraid to fail or make mistakes * Asks relevant and thoughtful questions as part of day-to-day work * Generates and shares suggestions for improvement on routine work activities * Reflects regularly to draw out learning for continuous improvement and improve own output and at a team level * Reflects on how new ideas or emerging trends could be embedded into work   **Digital discovery**   * Is committed to competently learning and confidently using technology and digital platforms in daily work to increase efficiency and effectiveness * Uses online collaboration tools to connect, communicate and collaborate with others, and visually manage work with teams and squads * Protects user and community data safely in adherence to Beyond Blue data governance, IT security and privacy policies * Sources research in a relevant and productive way, and evaluates reliability of online information and data sources to inform work * Uses technology creatively and critically to meet community expectations and business needs   **Partnering**   * Actively engages to build rapport with stakeholders * Works proactively and collaboratively within own team, and with other teams to achieve shared goals * Anticipates and ensures accountable, respectful and responsive partnership management * Understands the current operating environment and external market and how this impacts on own area of work * Has functional level of financial acumen and shows awareness of the commercial context within own team/business area   **Agility**   * Remains open and enthusiastic positive to change, sees the learning opportunities * Provides early and frequent value while accepting ambiguity and adapting to changing priorities * Explores alternative approaches, methods, or ideas to test ways of working. * Values and promotes fit-for-purpose progress over perfectionism with the capacity to spring back, learn and rebuild after setbacks * Organises work into logical sequences and delivers the work, often in sprint cadence, using a backlog of work. Engages SMEs where necessary based on objectives   **Critical thinking**   * Leverages data, details and context when problem solving and can synthesise, report on, and use information and research to support thinking * Understands Beyond Blue strategy and how individual work connects to organisational success and takes responsibility for delivering on results * Considers the implications, risks and impacts of own approaches and decisions * Seeks subject matter experts and others' opinions or evidence to help inform decisions, solutions or practices * Documents process as a diagnostic for visibility and clarity   **Leading**   * Understands performance expectation, shows accountability, demonstrates initiative and is receptive to giving and receiving feedback * Lives the values on a daily basis; demonstrates optimism * Understands individual strengths and seeks opportunities to continuously grow and improve * Contributes to a culture where others feel they are respected, included and valued; is inclusive of others, engages in cultural awareness activities and promotes inclusive language * Respectfully addresses colleagues exhibiting undesirable behaviours, and complies with Beyond Blue’s policies and procedures | | | | |
| Selection criteria | Education/qualifications   * Successful completion of tertiary studies in marketing, health communications, psychology or related discipline or prior experience in a similar role.   Knowledge/skills/experience  Essential   * A minimum of two years’ experience in a social media/community management role with strong community focus. * Strong experience in online, electronic and social media communications and experience using digital dashboards or social media monitoring software. * Demonstrated experience managing, identifying and responding to risk in an online environment. * Highly effective planning, organisational and personal time management skills. * Ability to meet and manage conflicting deadlines. * Outstanding written and verbal skills: Must be able to communicate clearly, personably and empathetically with a diverse range of people with experience of mental health conditions. Must be able to communicate calmly in a crisis and effectively respond to criticism.   Desirable   * Community Management: strong understanding and skills in community strategy implementation, reporting, online reputation management and community engagement. * Demonstrated experience in developing messaging and copy for an online audience. * Learning agility: autonomy and the ability to pick up new concepts, instructions and processes and implement. | | | | |
| Additional information | | | | | |
| Fairness and equality | Health, safety and wellbeing  Beyond Blue is committed to ensuring the physical and psychological health and safety of all employees, contractors and other people involved in our business activities. Our people are expected to comply with our Health, Safety and Wellbeing policy.  PEqual opportunity  Beyond Blue is an equal opportunity employer. All employees have a responsibility to be familiar with and adhere to the organisation’s policies and procedures.  Cultural competency  Beyond Blue strives to maintain a culturally competent and inclusive workplace. All employees are expected to undergo regular cultural competency training as part of their professional development plans.  Employment is subject to:   * a current Police Record Check * proof of the right to work in Australia. | | | | |