

# Position Description

## Facebook Support Volunteer



Anxiety Disorders Association of Victoria, Inc.

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*November 2016*

**Job Title:** Facebook Support Volunteer

**Reports to:** Senior Administrative Team & Managing Director

**Working Hours:** Minimum of 6 hours per week (2x3 hours shifts)

**Term:** Voluntary commitment for a minimum of 12 months

**Work days:** Shifts available from Monday to Sunday, 9am-9pm.

**Location:** Flexible - anywhere with a reliable and stable internet connection

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### **Position Summary:**

To provide assistance to the community via ADAVIC's Facebook Support Service. The role consists responding to support requests as well as moderating the discussions to ensure the effective and beneficial running of ADAVIC's two support pages - one open page, that is open to all; and a closed group which is Australian-specific.

### **Purpose of the role:**

ADAVIC provides a Facebook Support Service in addition to Phone and Email support, information, and referral services.

The ADAVIC Facebook page and group has become an extremely active medium for support and information sharing. The page aims to connect individuals with an interest or concern with anxiety and/or depression, promote ADAVIC services and events, provide support, increase knowledge, share relevant information and provide a reliable and consistent online community. Furthermore, the Facebook medium allows individuals to connect with other members of the community for the benefits of peer support. The Facebook page has also increased the reach of our services by providing access to interstate and international subscribers, as well as those in our immediate community.

The ADAVIC Facebook page is open to any individual on Facebook worldwide. The closed group, however, services only Australians as a medium which provides relevant local service information, health professional referral details and Australian based support services.

The Facebook page is maintained and moderated by ADAVIC volunteers who filter the high volume of incoming information and manage all posts, responses and private messages on the page. To try and help meet the needs of the large number of subscribers, ADAVIC routinely posts inspirational messages and words of encouragement, helpful links to research, information and services, relevant articles (often authored by ADAVIC volunteers) and questions and concerns from participants of the page. These posts aim to generate discussion, support, shared experience and insight into living with anxiety and/or depression and related disorders.

This role is vital in the ongoing management and functionality of the Facebook page, specifically to ensure relevant and helpful information for those in need, and an increased awareness of the relevant discussion topics. Additionally, the role aims to balance the desire for freedom of expression with the need to ensure that discussions remain safe and non-judgmental, and that a constructive environment is fostered.

The role of the Facebook Support volunteer is three-fold:

1. **Responding function:** refers to the reading and understanding of private messages and comments from followers and the formulation of appropriate, relevant and helpful responses. The purpose of this function is primarily to provide support in a non-professional context to these followers and link them with information and services where it is deemed suitable.
2. **Moderation function:** refers to the overseeing of the content that is published on the page. Its purpose is to ensure relevant and up to date information is posted, provocative and offensive language and comments are minimized, that followers act in an appropriate manner and to eradicate any bullying or inappropriate behaviour.
3. **Research function:** refers to the ongoing collection of information, pictures, quotes, stories, articles, programs, events etc relevant to ADAVIC discussion topics, areas of interest within the mental health field and current themes and events. The purpose of this function is to establish and maintain an in depth and varied catalogue of information which can be shared (at our discretion) on the Facebook page.

### **Main duties and responsibilities**

- Provide Facebook support, information and resources
  - Respond to users' needs with empathy, encouragement, understanding and a non-judgmental manner
  - Read and interpret private messages and wall posts from Facebook users
  - De-identify and publically post specific private messages that are deemed relevant and useful to other subscribers or at the request of the author
  - Research and formulate appropriate, relevant and insightful responses
  - Link in with crisis support organisations and services if needs exceed ADAVIC capabilities
- Provide moderation of the Facebook page
  - Understand and enforce page rules
  - Issue appropriate warnings to non-compliant users
  - Generate and facilitate ongoing discussion
  - Be aware of and address personal criticisms, bullying, offensive language and inappropriate content
  - Report names of individuals who fail to adhere to page rules and/or warnings
- Gathering relevant and useful information
  - Maintain a basic understanding of the issues and themes within the area of mental health
  - Locate and save suitable content such as pictures, quotes, stories, and articles
  - Add to list of discussion topics to be posted at a later date

### **Skills & Experience required**

- A genuine, considerate, non-judgmental, and professional approach
- Good written expression consisting of eloquence, courtesy and succinctness
- Excellent understanding of psychological theories, concepts and an understanding of mental health issues
- An up to date knowledge-base of relevant and available services, programs and events (e.g. Mental Health Care Plans etc)
- Strong research and analysis skills with an ability to apply this to practical information and resources for the community
- Ability to manage workload and competing tasks to meet deadlines
- Reliable and able to use judgment and act on own initiative, whilst also working well as part of a team
- Adept with computers, MS Office, and the internet
- Ability to identify personal limitations and weaknesses, and seek help and support when necessary

## About ADAVIC

Anxiety Disorders Association of Victoria is a not-for-profit, self-funded organisation. We provide support, information and resources to individuals suffering from or affected by anxiety, depression, and related issues.

Our unique grass-roots service bridges the gap between the individual, the local community, and health professionals. Our practical services have a positive effect on our client's lives through:

- reassuring people that they are not alone in their distress and that assistance is available
- providing information and resources to assist in a wide-range of self-help solutions; from information packs, books, CDs, and online services through to lectures, courses and workshops
- encouraging people to overcome their fears and sense of isolation by participating in support groups and attending social events
- promoting professional help; through running workshops, providing an online directory of therapists, and phone referrals to health professionals
- helping all of those affected by anxiety and depression issues, including sufferers, carers, parents, family and friends
- raising awareness and de-stigmatising anxiety and depression in the general community
- offering information and services to help equip health professionals