

# Online Community Coordinator

May 2018

<b>Reporting to:</b>	Online Community Manager	
<b>Direct Reports:</b>	None	
<b>Status:</b>	Permanent, part-time	21 hours per week
<b>Salary range:</b>	Commensurate with experience (approx. \$30 per hour)	
<b>Location:</b>	Sydney	

## About the organisation

ReachOut is Australia's leading online mental health organisation for young people and their parents. Our practical support, tools and tips help young people get through anything from everyday issues to tough times – and the information we offer parents makes it easier for them to help their teenagers, too.

We've been changing the way people access help since we launched the world's first online mental health service nearly 20 years ago. Everything we create is based on the latest evidence and designed with experts, and young people or their parents. This is why our digital self-help tools are trusted, relevant and easy to use.

Available for free anytime and pretty much anywhere, ReachOut is accessed by 132,000 people in Australia every month. That's more than 1.58 million each year.

## About you and the role

In this role, you support online discussion by monitoring and moderating the peer support forums across ReachOut's youth and parents' services. You work collaboratively with the community members to build strong and safe online communities and to make sure the service users feel heard and supported by their peers. You communicate every day with the volunteer moderators who play a critical role in supporting and engaging the community.

This role suits someone who:

- Is looking for a flexible part-time role
- Has good time management skills
- Has experience working with young people and practices clear boundaries and self-care
- Has a good understanding of Duty of Care principles and is confident assessing and responding to levels of risk and harm.
- Believes in taking a collaborative approach and is committed to user participation and co-design
- Displays empathy and compassion in their work

## Your main responsibilities are to:

- Monitor conversations on ReachOut's forums and respond according to moderation protocols to help build an engaged and safe community.
- Use sound community building principles to build and engage the community e.g. automated emails, chat sessions, special guests and community recognition activities.
- Coordinate with community volunteers (community builders, moderators and peer supporters) to ensure all community members receive appropriate responses and support.
- Follow ReachOut's duty of care policies and procedures to respond to, and escalate any conversations involving mental health risks
- Produce and maintain end of shift handover documentation, incident reports, member profiles and member case plans as required.
- An active member of ReachOut's Support Group (Duty of Care working group) that helps manage issues and risks.
- Monitor user feedback and report platform bugs and issues.
- Engage and develop the community through regular newsletters and updates
- Work with the Support Group when writing and responding to 'crisis' messages that come into ReachOut's public facing email addresses.

## You work with:

With	Purpose
1. Community Manager	The Community Manager provides ongoing leadership, management and support
2. Youth Involvement Coordinator	You collaborate to engage and support young volunteers
3. Service Delivery team	You participate as a positive and contributing team member

## To be successful in the role, you need:

- Experience managing online communities e.g. forums, running social media pages/groups, blogging etc.
- Experience working in partnership with young people and/or their families
- Good time management and planning skills
- previous experience setting and maintaining boundaries
- confidence in assessing and managing levels of risk and harm
- Excellent online and offline communication skills
- An understanding of strengths-based approaches
- A commitment to ReachOut's values and behaviours

## We also think it is useful to:

- Have qualifications in related field such as Cert IV Youth Work, Community Services, Social Work, or Psychology
- Be a parent or caregiver to a teenager or have previous experience working with parents
- Have experience moderating or running online forums
- Completed training in suicide intervention (eg ASIST, Mental Health First Aid etc)
- Have worked with volunteers