



The Mix – Support Chat Moderator Role Description

About The Mix

The Mix is here to help 25s and under get to grips with any challenge they face – from mental health to money, from homelessness to finding a job, from break-ups to drugs. Anywhere and anytime; online, over the phone or via social media.

About this role

As a Support Chat Moderator, you'll oversee live chat sessions on The Mix, offering empathy, information and support to our online community of under 25s.

Main tasks:

In this role you'll oversee and contribute to live chat sessions on The Mix; working to make sure that chat members feel welcome, at ease and included. You'll encourage and facilitate peer support; offering empathy, information and support to chat members as and when needed. You'll also deal with inappropriate conversations and diffuse any conflict in the room.


What we are looking for:

- To be 18-25
- To be non-judgemental, diplomatic and have a good sense of humour
- Basic computer skills (particularly typing) and the ability to access the internet on a regular basis
- A strong interest in online communication
- A good grasp of the English language

What you can expect from us:

- Full training provided
- Ongoing support and feedback

Skills Gained:

- Improved communication skills
 - Something to put on your CV –e.g. commitment and social responsibility
 - Get an insight in to key issues affecting young people e.g. mental health
 - After six months with us we'll happily provide you with a reference
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**Training requirements:**

You'll observe chat sessions, complete a series of online courses on our e-learning platform, and receive regular feedback

Commitment:

Two hours a week (7:45 – 9:45pm on Sundays, Mondays, Tuesdays, Wednesdays or Thursdays)

Minimum commitment of six months

Location:

Online

How to apply:

You can apply for this role on our website – themix.org.uk/volunteering

