
Social Media Moderator

Team: Operations

Location: Footscray

Date: July 2020

Status: Permanent (FT/PT/CAS)

Reports to: Team Manager

Our Organisation

On the Line is a professional social health organisation that delivers outsourced digital counselling solutions on behalf of our funders. Our 24/7 telephone, online chat and video counselling services, are staffed by professional counsellors, psychologists or social workers who have experience working with a range of social and mental health issues.

Our Mission

On the Line is a professional social health organisation providing counselling support, anywhere and anytime. We listen and encourage people to feel better: building resilience, fostering healthy relationships, and connecting people with community support.

Our Vision

Encouraging people to feel better and create a life worth living.

Our Values

Courage

- Brave and inspired leadership
- Owning our story
- Kindness and compassion for ourselves and others
- Generosity in spirit

Curiosity

- Explore possibility
- Listen, seek to understand
- Be interested in others, what they are passionate about and what drives and inspires them
- Open to new and different ways of working and seeing the world

Connection

- Creating a welcoming and meaningful work environment for ourselves and our clients
- Value and engage with others through the stories people tell
- Highly developed self-awareness. Understand how our actions affect others
- Creating harmonious connections with ourselves, others and our environment

Position Purpose

The *Social Media Moderator* role oversees the delivery of social media moderation services on behalf of On the Line's funders. This includes monitoring forums and /or other social media platforms, in line with agreed guidelines and service levels. Specific tasks include:

- Monitoring social media and forums for clinical and operational risk
- Actively engaging in our forum communities using sound community building principles
- Administration activities including tracking of actions undertaken and management of escalated risks, in order to support the seamless delivery of services in line with contractual requirements
- Other project and administration work as directed

Key Activities

Social media monitoring and forum moderation

- Monitor prescribed social media pages for clinical and reputational risk as per contractual and service requirements.
- Execute a response to any adverse post that adheres to the prescribed response protocols specific to that social media page.
- Utilise clinical judgement whilst working with members of forums, parents and other platforms.
- Develop client profiles in consultation with clinical teams, then utilise client profiles and case management plans whilst working with chronic/regular members of services.
- Facilitate online discussions through empathetic peer support.
- Social media pages are monitored and moderated within prescribed timelines.
- All adverse posts are responded to in accordance with service guideline documents, policies and other frameworks.
- Completion of mandatory training programs.
- Adherence to risk assessment protocols, and associated responses and escalations.
- Demonstrated knowledge of available health resources and services

Monitoring reputational risk

- Monitor forums for clinical and reputational risk.
- Actively engage in our forum communities using sound community building principles.
- Appropriately engage in social media building activities.
- All adverse clinical and reputational posts escalated to Team Manager or delegate on shift.
- Completion of relevant forum moderation training.

Administration work

- Assist in updating any applicable operating manuals or databases.
- Undertake administrative work in accordance with directions from the Team Manager or delegate.
- Complete all required handover and checklist documentation.
- Contact with clients and / or other stakeholders for administrative tasks associated with appointment booking or data inputs.
- Any applicable operating manuals or databases are kept up to date.
- Administration is undertaken as directed and within the timeframes specified.
- All handover and other documentation checklists are completed prior to shift handover.

Position Description



- Positive feedback from clients and other stakeholders regarding engagement and communication

Project work

- Undertake project work in accordance with directions from the Team Manager or Service Centre Manager.
- Project work is undertaken as directed and within the timeframes specified

What you bring to the role

- Minimum Cert IV in Mental Health or equivalent qualification.
- Social media/forum moderation highly desirable
- Mental health sector experience is essential
- Strong administration skills
- A range of computer applications including Word, Excel, Hootsuite
- Excellent communication and written skills
- Understand confidentiality protocols
- Strong attention to detail.
- Strong customer service mindset.
- The right to work unrestricted in Australia (evidence will be required).
- A current National Police Records check (or willing to apply for one).
- Working with Children Check (or willing to apply for one)

What you will need to demonstrate

- Commitment to professional development, continuous learning and openness to feedback and coaching.
- Flexible, enthusiastic and positive
- Motivated and ability to use own initiative
- Ability to work independently and within a team
- Excellent time management and organisational skills.

Health Safety and Wellbeing

All employees at On the Line have a shared responsibility to advocate for a healthy and safe working environment. This means that you will take reasonable care to protect your own health and safety and that of any other employee or visitor in our working environment. We all have a responsibility to report any incident or injury and to embrace key initiatives that minimise risk to you, your colleagues and On the Line.

Decision making authority

The *Social Media Moderator* has co-authorisation and authority to meet with external representatives on behalf of On the Line, as approved.

Dimensions & working relationships

Team members supported	<ul style="list-style-type: none">• Nil
Working relationships	<ul style="list-style-type: none">• Team Manager• Head of Operations• Service Centre Manager• Clinical Services Manager• Operations Business Manager• Higher Duties Counsellors• Other On the Line managers and staff as required
Shift requirements	Overnight and after hours shift work is required

Position description maintenance

Reviewed Last:	July 2020
Conducted By:	Head of Operations
Approved By:	Chief Executive Officer
Next Review:	June 2022
Risk Rating	LOW MEDIUM HIGH EXTREME