



### **Moderator - Carer Online Forum**

- Help create a valuable new service for carers in Australia
- Looking for students!
- Flexible – Willing to work some evenings and weekends (from home)
- Lewisham based – walking distance from train station
- Full-time or part-time opportunity

CatholicCare Sydney has been contracted by the Australian Government to provide an Online Forum for Carers. We are seeking a full-time moderator to help develop and operate this exciting new service.

2.7 million Carers in Australia provide support to friends or relatives living with a disability, mental health issues, chronic health concerns and those who are frail due to age. Carers are unique and valuable members of our community with varying circumstances and needs.

The moderator position will ensure the provision of a safe, anonymous space for carers to seek connection, information and advice from each other. The Forum operates seven days a week and flexibility in working different shifts including some weekends is a requirement of this role.

The successful Moderator will help establish and implement policies and safeguards to provide a safe, supportive, anonymous and simple-to-use online community. You will be responsible for monitoring forums, create topics of interest and discussion, answering queries, managing posts that breach the community guidelines, assessing risk and responding within Forum Policies and Procedures to support users.

We are looking for a Moderator with an interest in growing their skills. A background moderating a Facebook community or similar would be ideal. We are also looking for Moderators that have flexible hours and willing to work evenings and weekend.

If you are a student studying Psychology, Social Work, Public Health, Marketing and Communications, Sociology, Journalism or similar fields, we'd also like to hear from you!

Applicants interested in full-time and part-time opportunities will be considered for the role. It also includes access to salary packaging.

#### **Selection Criteria**

- Ability to undertake the duties of the role in accordance with CatholicCare's Mission, Vision and Values
- Experience and/or training in the counselling, mental health or related field highly desirable
- Previous experience in online community management or moderation highly desirable

- Demonstrated understanding of social skills such as conflict resolution and active listening skills as well as an understanding of risk and crisis for vulnerable populations
- Strong administrative and excellent written and verbal communication skills required
- Good technical understanding and ability to pick up new tools quickly plus a familiarity with social media
- Ability to work flexibly in supporting 7-day a week services
- Lived experience as a carer would be looked upon favourably

### **Further information**

Contact Marietta Davis, Manager on 9509 1111.

### **How to apply**

After reviewing the above selection criteria please email [jobs@catholiccare.org](mailto:jobs@catholiccare.org) the following:

- a brief letter addressing the selection criteria, describing how your skills, work experience, qualifications/training and personal attributes match each of the selection criteria; and
- a brief resume.

(Applications that do not address the selection criteria or provide a resume only may not be considered).

### **The selection process**

CatholicCare may use a range of tools and techniques to assess the suitability and relative merit of applicants including, but not limited to the following:

- interview
- assessment activities
- referee reports.

### **Applications close**

4:00 pm, February 12th 2019.

Please submit your application as soon as possible as shortlisting for this position will commence immediately.

*CatholicCare requires the preferred applicant to undertake a National Criminal History Record Check prior to employment and may also require a Working with Children Check.*

*CatholicCare is an Equal Opportunity Employer and Employer of Choice for Women. People of Aboriginal, Torres Strait Islander and other culturally and linguistically diverse backgrounds are encouraged to apply; people living with a disability are encouraged to apply.*