

# ONLINE VS REALITY COMMUNITY CHAMPION



## Why you're important

Anthony Nolan's transplant community is a place where people can connect with others and share tips and advice about life before, during and after a stem cell or bone marrow transplant.

The online community will be moderated by members of the Patient Experience team at Anthony Nolan. We'll be checking what people are posting to make sure it respects our house rules.

We want to make the forum a warm, lively place where people can post about their experiences of transplant. At the same time we need to make sure our members stick to the house rules – these make sure that the community is a safe and friendly environment where users can share information and offer support.

We're looking for volunteers with a personal experience of transplant, either as a patient, parent or family member to help moderate the forum and to make it a useful and supportive place for other patients.

## What the role involves

- Welcoming new members
- Posting new content to make sure the community is kept active
- Helping members who are having difficulty using the community
- Checking posts to make sure the community is used appropriately and members stick to our house rules
- Protecting members by keeping an eye out for irrelevant/bad medical advice/information
- Protecting members by looking out for advertising or promotion of products
- Looking out for derogatory postings about Anthony Nolan
- Intervening where absolutely necessary, by flagging them up to the Patient Experience team or by signposting where appropriate to relevant information.

Some things you can't do:

- You shouldn't offer any kind of medical advice.
- You won't be able to delete or edit posts yourself, but you can flag them up to the Patient Experience team at Anthony Nolan and we can take action.

## **What skills and experience you need**

- You'll need to be able to volunteer from home using your own computer and broadband internet connection. Unfortunately, we can't pay for connection charges
- It helps if you are a confident IT user and are familiar with using the internet and social media like Facebook, Twitter or other online communities.
- You'll need to be sensitive, good at communicating with people online in a friendly way and recognise the importance of confidentiality.
- You need to be responsible and have good judgement in spotting posts that don't respect our house rules.
- It is important that you're in the right place in your life to be able to support others, that you are aware of how your own experiences of bone marrow or stem cell transplant affect you, and you know when to ask for support or take a break from volunteering.
- You need to be over 18

## **What you can expect from us**

### **Support**

You'll be given written guidance and some additional training over the phone if needed.

You will be supported in your role by our Patient & Family Officer, either by phone or by email.

### **Expenses**

We can't cover connection charges, but if you incur any other expenses as part of your involvement with the online community (for example, travel to attend meetings) we will reimburse these in line with Anthony Nolan's expenses policy.

## **How much time this will take**

Ideally, you'll need to be able to spare between 2- 5 hours a week, but we can be flexible about the times and days you volunteer.

You just need to let us know what time you have to spare, including during the evenings and weekends, so we can include you on our rota.

## **What next?**

If you're interested in the role please fill in the short application form. We will contact you for a short, informal telephone interview at a convenient time.