

Digital Community Volunteer

Help create safe, welcoming and supportive online communities for people affected by facial palsy.

About Facial Palsy UK and this role

Facial Palsy UK is the only UK charity dedicated to supporting people affected by all causes of facial palsy through information, support and research.

For many people, online communities are an important source of support, connection and reassurance. They provide a space where people can ask questions, share experiences and connect with others who understand the realities of living with facial palsy.

As a Digital Community Volunteer, you'll help create positive online spaces where members feel welcomed, respected and supported. Working alongside the Facial Palsy UK team and fellow volunteers, you'll encourage constructive conversations, signpost people to trusted information and help ensure our digital communities remain safe, inclusive and supportive for everyone.

This role contributes directly to Facial Palsy UK's **Support** objective by helping people affected by facial palsy access peer support and community connections. It also contributes to our **Inform** objective by helping members access trusted information, services and resources.

What you'll be doing

- Welcoming new members and helping them feel part of the community.
- Encouraging positive, respectful and supportive conversations.
- Signposting members to relevant Facial Palsy UK information, services and support.
- Helping ensure community guidelines are followed.
- Escalating safeguarding, wellbeing or misinformation concerns when required.
- Working with fellow volunteers and the Facial Palsy UK team to support our online communities.

Skills, qualities and experience

We're looking for people who are:

- Friendly, empathetic and supportive.
- Confident communicating with people online.
- Respectful of different experiences and perspectives.
- Able to remain calm when handling sensitive conversations.
- Committed to creating welcoming and inclusive online communities.

Experience participating in or moderating online communities would be helpful but is not essential. Full training and support will be provided.

What you'll gain

As a Digital Community Volunteer, you'll have the opportunity to:

- Make a meaningful difference to people affected by facial palsy.
- Help create supportive online communities where people feel connected and understood.
- Develop communication and community engagement skills.
- Join a supportive network of volunteers and staff.

Practical information

Location: Remote.

Time commitment: Flexible. We ask volunteers to check our online communities regularly and contribute when they are available. Responsibilities can be shared across a team of volunteers.

Training and support: Full induction, safeguarding training and ongoing support will be provided by the Facial Palsy UK team.

Expenses: Reasonable out-of-pocket expenses incurred while volunteering for Facial Palsy UK will be reimbursed in line with our Volunteer Expenses Policy.

Inclusion and DBS information

We welcome volunteers from all backgrounds and communities and are committed to creating an inclusive and supportive environment for everyone.

A DBS check may be required for this role depending on the responsibilities involved. If a DBS check is required, this will be discussed with you during recruitment. Having a criminal record does not automatically prevent someone from volunteering with Facial Palsy UK. Any disclosures will be considered fairly, confidentially and in relation to the responsibilities of the role.