



Vacancy: Forum Volunteer

Role Description

About Pain Concern

Pain Concern is a charity providing information and support to people with pain and those who care for them, whether family, friends or healthcare professionals. Visit our [website](#) to find out more about what we do, including our [Airing Pain](#) radio programme, [Pain Matters](#) magazine, information helpline, community pain education sessions and our research and campaigning work.

All pain is unpleasant, but for the 7.8 million people in the UK living with long-term pain it is a part of everyday life. It diminishes quality of life more than any other condition, leading often to loss of work, depression and disability. Anyone at any age can develop persistent pain and you will very probably know somebody affected. Although there is usually no cure, people who receive the appropriate treatment, information and support can manage their condition effectively with life-changing results

Role Purpose

Pain Concern is looking for volunteers to help moderate the charity's online community on the Health Unlocked platform. Our forum provides peer support and a learning environment for people living with chronic pain and those who care for them. Forum moderators follow Health Unlocked guidance, creating a great culture and setting the tone for the forum.

As a volunteer moderator you will help to ensure that our online community is maintained as a safe, supportive and fun environment. You will gather information on what issues are important to forum users. You will help to monitor and moderate user-generated content. By joining us you will join a fast-growing and respected service.

Previous experience or training is not necessary. We are looking for a willingness to learn and a commitment to help. Knowledge of chronic pain while useful, is not essential. Due to the nature of the role, successful applicants will be required to undertake a PVG check and complete a 1hr Safeguarding online course.



What you would be doing

- Welcoming new members to the community
- Overseeing posts to the forum
- Ensure that posts conform to the community guidelines
- Signpost members to helpful resources
- Share cases with your supervisor and team members
- Help to gather information and feedback for statistics and report purpose

Is this role right for me?

We are looking for an individual who possesses **some or all** of the experiences, skills and qualities listed below:

- Access to a computer, or other device, and internet (if volunteering from your own location)
- An empathetic and non-judgemental manner
- Excellent written communication skills
- Knowledge of chronic pain
- Ability to commit to at least 6 months of volunteering



Availability and location

- Volunteer up to 2hrs per week
- Volunteering hours are flexible
- You can volunteer from your location or from our office at Newcraighall, Edinburgh

Benefits to you

- Experience volunteering as part of a friendly team
- Meet new people
- Build on your employability skills
- Develop communication skills and develop knowledge of long term, chronic conditions.
- Training and a dedicated volunteer line manager looking after you
- A job reference after 6 months of service.
- Satisfaction of giving a valuable service to the community.

How do I apply?

For more information, please contact hr@painconcern.org.uk