

**Role Title:** Online Mentor  
**Responsible to:** Project Manager  
**Location:** Online

BulliesOut was established in May 2006 to provide help, support and information to individuals, schools, youth and community settings affected by bullying. The Charity works across Wales and all of our activities are delivered by a team of volunteers - which we are seeking to expand.

### **Purpose of Opportunity:**

Our Online Support Forum is open daily from 5pm - 8pm (subject to change) and is split into 2 shifts, 5pm - 6.30pm and 6.30pm - 8.00pm. This facility enables those concerned about or affected by bullying to speak online in a safe, secure environment with a trained Mentor. They are also able to post messages on any of our message boards.

**Days/Hours/Time Commitment:** This is a home-based role that requires a minimum of 3 hours per week - 2 shifts. Use of a computer is essential.

Due to the training provided for this role, upon completion a minimum commitment of 6 months is required.

**Salary:** Voluntary - any incurred out of pocket expenses are paid.

Online Mentors work on a rota basis which is composed monthly.

### **Key Activities:**

- To assist with the moderating of the Online Forum for a minimum of 2 shifts per week
- Communicating online with those concerned about bullying and assisting them with their concerns and/or queries
- Checking the message boards regularly and replying to messages left by our members
- Liaise with the Project Manager in order to
  - Update them of any concerns
  - Provide a short written report of any concerns

### Personal Qualities:

- Excellent verbal communications skills and the ability to demonstrate empathy with diverse audiences
- Ability to adapt the conversation to each audience and to tailor the talk to formal and informal situations
- Ability to manage questions from those who use the forum
- Reliable and committed
- Understanding and respect of confidentiality
- Open-minded and non-judgemental
- Experience of using a computer

### Training:

The BulliesOut Volunteer Induction Programme covers all relevant training subjects and is compulsory for all volunteers.

Regular and ongoing training, supervision and support is provided. Regular volunteer meetings are held and attendance is encouraged.

Each new Online Mentor is assigned an 'Online Buddy' for 3 months.

An Enhanced Disclosure Check by the Criminal Records Bureau will be necessary for the successful applicants of this post (16+).

From 2010, before applying to BulliesOut, ISA (*Independent Safeguarding Authority*) registration is compulsory. [www.isa.gov.org.uk](http://www.isa.gov.org.uk)

BulliesOut are committed to promoting equality and diversity and welcome applications from all sections of the community.