



Volunteer Discussion Board Moderator

Thank you for considering a volunteer position with the Restless Legs Syndrome (RLS) Foundation. Listed below are the responsibilities that would be expected of a Discussion Board moderator. If you would like to partner with the Foundation to perform this role, please fill out a Discussion Board moderator volunteer application and send to Hillary Hurst at **Restless Legs Syndrome Foundation, 3006 Bee Caves Road, Suite D206, Austin, TX 78746** or email to clara@rls.org.

Function of the Discussion Board:

The RLS Foundation Discussion Board is a virtual support group - an informal gathering of people who share a common medical condition and provide support to one another. It is a treasury of practical experience. It is a place where members can communicate with others with RLS who listen and understand. Its main purpose is to provide a forum for mutual support and the sharing of information and experiences. It is also a public forum and available 24/7.

Role of a Discussion Board Moderator:

Discussion Board moderators facilitate conversations that allow users to share their experiences with RLS. Moderators work with the Foundation to provide current information about treatment and other resources. A moderator must be proactive, capable of problem solving, patient and compassionate.

Discussion Board moderators work together as a cohesive unit. Moderators are very supportive of one another in the execution of duties and are happy to help each other when dealing with a specific issue. Moderators do not need to feel alone or worried when working on the Discussion Board, as it is not necessary for one moderator to be an expert in all realms. Below are some examples of tasks that moderators share:

- Approve and greet new members
- Offer support and encouragement to users
- Assist with the use of the Discussion Board technology (organizing sections, locking or promoting discussions, activating accounts, assisting users in technical issues)
- Monitor the interchanges of Discussion Board members
- Make decisions collaboratively regarding the content and direction of discussions and, when needed, work together to resolve conflicts (involving RLS Foundation staff as appropriate)

Requirements:

1. Need to be an **existing member of the Discussion Board** and have prior familiarity with the Discussion Board and its members.
2. Formally apply and meet the requirements to be accepted into the program. This includes an application with references, an interview and orientation training.
3. Have an email address and internet access through a tablet, laptop or desktop computer. You must respond to enquiries in a timely fashion through all channels. **RLS Foundation policy is to respond to all enquiries within 48 – 72 hours.**
4. Keep the Foundation informed of potential problems and successes in regards to the Discussion Board. We are here to help!
5. Become familiar with Foundation publications and website and refer to these as fundamental resources when answering questions and providing information. The Foundation can provide you with any Foundation publications needed for your role.
6. Present clearly that **any information you provide is not medical or treatment advice, as well as maintain a signature line that indicates the same.**
7. Model the behavior expected of participants as outlined in the Discussion Board guidelines