

# Volunteer Role Profile



Volunteer Role

**Pet Loss Support Facebook Moderator  
Volunteer**

Volunteer Manager

**Pet Loss Support Manager**

Where you will be based

**Home**

## Why we want you

Sick, injured and homeless pets have relied on Blue Cross for help since 1897. Each year, thousands of dogs, cats, small pets and horses turn to the charity's animal hospitals, clinics and rehoming services for treatment and support. Our Pet Loss Service (PLS) helps people through difficult times dealing with the loss of a pet, whether as a result of death, illness, enforced separation or any other form of loss. Our Facebook group provides support for those who may be struggling with their loss.

## What you will be doing

- Working as part of the PLS team to keep our Facebook group active through moderation and engaging posts
- Providing ongoing support to our members through advice, answering and asking questions
- Reviewing and actioning any reported content including safeguarding issues
- Brainstorming with the team and developing content to execute in the group
- Feedback themes, improvements and changes to Moderator Coordinator
- Listening and responding with an empathetic ear to a community who are grieving and talking quite frankly and openly about sensitive topics

## The skills you need

- To enjoy social media and interacting with others
- To be confident using Facebook groups and have experience using them
- To be confident creating content for our community
- To have good communication skills
- Good listening, written and verbal communication skills
- Warm, calm and approachable manner
- Able to empathise with others
- Experience of pet bereavement
- Ability to complete regular written information for statistical purposes
- To have a willingness to learn about the work of Blue Cross



## **What's in it for you**

- You'll gain a variety of experience and skills working in the animal sector and social media
- We'll provide you with all the training you need for your role
- You'll make a difference to someone at their time of need
- You'll meet new people

## **Disclaimer**

Blue Cross holds inclusion as a core organisational value. We positively encourage applications from eligible volunteers regardless of sex, race, disability, age, sexual orientation, transgender status, religion or belief, marital status or pregnancy and maternity. We actively embrace our differences and know that it is our differences that make us unique. You are very welcome at Blue Cross, without the need to hide any part of who you are.