



Forums Coordinator Job Description & Training Overview

MentorCONNECT Mission & the Forums Coordinator

The mission of MentorCONNECT is to provide one-on-one and group mentoring opportunities to individuals in recovery from eating disorders. The Forums Coordinator plays a vital role in supporting all members to connect for recovery support and make use of their membership benefits through Forums participation.

Comprehensive, welcoming, friendly, diligent oversight of all programs and services offered through the Forums is KEY to the fulfillment of MentorCONNECT's mission and vision.

Time Commitment

The Forums Coordinator role can require daily time investment depending on what programs and events are taking place. Daily delegation of moderation, communication, calendar, and other duties will be key to being effective in this role and freeing up time for developing new ideas and mentoring other leaders.

Reporting

The Forums Coordinator reports to the Executive Director

The Executive Director is: Shannon Cutts

Shannon can be reached at: mc@mentorconnect-ed.org

Training

Training will cover each of the responsibilities listed below. Training dates and times will be arranged between the Trainer and the Trainee and may be ongoing for seasonal-based duties.

Responsibilities Overview

The responsibilities of the Forums Coordinator are multi-faceted. Responsibilities include the following:

- **Orientation.** Incoming new members often have questions about how to make good use of their membership benefits within the Forums. The Forums Coordinator should respond personally (or delegate the communications) within three business days (preferably sooner). Here, responding to entries in the “Questions About the New Forums” forum is important.
- **Moderation.** Participating members can post blog entries, comment on other blog entries, interact in Forums and more. All posted content must be screened for adherence to the MentorCONNECT posting guidelines. The Forums Coordinator oversees the Forums Moderation Team to ensure moderation duties are carried out on a daily basis.
- **Guidance and Cautions.** All members – in particular new members – may occasionally struggle to adhere to the MentorCONNECT posting guidelines. When this occurs, the Forums Coordinator will connect with the member to provide guidance (or delegate the communication as appropriate). If necessary, a caution, suspension, or ban may be issued. In this case, the Forums Coordinator should personally deliver the caution or suspension or be cc:d on these communications. (NOTE: See “MentorCONNECT Forums Moderation Policy” and “MentorCONNECT Members Agreement” section).



Responsibilities Overview, cont.

- **Events and Updates.** Each week (unless otherwise noted) a Monday night chat-based support group meeting will take place within the Forums. The Forums is also where the teleconference series schedule is posted. Other special updates and events may also be posted from time to time within the Forums. The Forums Coordinator will oversee the calendar, ensuring it is accurate, updated, and timely to reflect all activities and events members are permitted to participate in. The Forums Coordinator may delegate specific calendar tasks (such as posting Monday night chat dates and teleconference dates) to other leaders as appropriate. At times it may be beneficial to post special events on the Forums home page as well. The Forums Coordinator should work directly with the IT Director for these notices.

MentorCONNECT Forums Moderation Policy

This is the Forums moderation policy. The policy must be enforced at all times for member safety. At Stages Two-Four, the Forums Coordinator should be personally involved or cc:d on all communications.

- **Stage One:** The member will be issued a warning only and invited to re-read the Membership Agreement and to ask questions of the moderators before resuming participation
- **Stage Two:** The member will be issued a warning along with a temporary ban on all Forums activities (ban does not extend to working one-on-one with a MC mentor if the member is a Mentee). The ban period will vary depending on the severity of the triggering content, and will be imposed with an encouragement to once more review all of the Rules and Guidelines prior to resuming activity as a Forums member
- **Stage Three:** If, after the temporary ban is lifted, the member once again receives a caution for posting triggering content, the member will be issued a second temporary ban. During the ban period, the member will be asked to connect one-on-one with a MC Mentor (applicable for unmatched Mentee members and General Support members) for extra support before resuming participation on the Forums
- **Stage Four:** If the first three stages are not sufficient to modify the issuing of triggering content so that the necessity for cautions ceases, the member will be banned permanently from the Forums (this ban does not extend to working one-on-one with a MC mentor if the member's mentor is amenable). NOTE: Bans will not be lifted except in rare cases.

MC Members Agreement (Posting and Participation Guidelines)

The MC Members Agreement is posted within the Forums for all participating members to review. The Moderation Policy is based on the Members Agreement. The Forums Coordinator is responsible for ensuring questions about how to apply this Agreement are clarified for the Moderation Team.

For the safety and support of all who belong to our unique, pro-recovery support community, we ask each member to read through and indicate your acceptance of each of the 10 Commitments contained in the MC Members' Agreement before beginning to participate, and as frequently as necessary thereafter to ensure your ability to honor your Agreement.



MC Members Agreement (Posting and Participation Guidelines), cont.

Why is this important? We do this because each MC member acknowledges that recovery from Ed is a matter of life and death, and that every member's sole purpose for being a part of the MentorCONNECT community is to survive our eating disorder and then turn around and "pay it forward" to help others to do the same.

- **1st Commitment: MC is a trigger-free zone.** We commit to refraining from posting content that contains the label 'triggering' or 'may trigger'. We also commit to refraining from posting photos, videos, or materials of a triggering or 'pro-eating disorders' nature including but not limited to the descriptions below.
- **2nd Commitment: MC is an Ed-free zone.** We commit to refraining from making references to Ed's favorite behaviors, numbers, weights, tips, or tricks.
- **3rd Commitment: MC is a recovery, not a food, zone.** We commit to refraining from making references to specific foods, trigger or 'safe' foods, meal plan details, or specifics of individual dietary plans.
- **4th Commitment: MC is a non-medical recovery support zone.** We commit to directing all requests for medical advice, advice about treatment options, dietary plans, medical complications, or other requests that only a trained treatment professional can address to our treatment teams. **NOTE:** Participation in MC is never a substitute for professional medical advice or treatment.
- **5th Commitment: MC is an eating disorders-only zone.** We commit to directing all requests for support for issues that not all members share in common, including but not limited to trauma, abuse, self-harm, and substance issues, to appropriate treatment professionals and other communities that are chartered to offer specific support in these areas.
- **6th Commitment: MC is a solutions-oriented zone.** We commit to posting only content that is solutions oriented, pro-recovery oriented, first-person ("I" voice), and non-venting ("pro-recovery voice").
- **7th Commitment: MC is a safe, confidential zone.** We commit to respecting the confidentiality of our community and each of its members at all times. **NOTE:** MC takes online harassment, stalking, or otherwise inappropriate use of the MC Community VERY seriously and will take immediate action to protect the safety and privacy of each member in our community. Additionally, MC advises against sharing personal contact information with other members at any time for any reason. Members who choose to share their private contact data with other members do so at their own risk.
- **8th Commitment: MC is a MC-only zone.** We commit to refraining from sharing outside links, self-promotions or solicitations, or invitations to other sites while participating in MC. Additionally, we commit to sharing our personal creative gifts of music, art, or video of a non-promotional nature by using the MC Forums Uploader tool to do so.
- **9th Commitment: MC is a self-moderating zone.** We commit to upholding each of these 10 Commitments by self-moderating our own content, and reporting content that is not in keeping with MC's pro-recovery focus to the MC Leadership Team. **NOTE:** Members who are not ready to make this commitment will be encouraged to rethink their participation through MC's posted Moderation Policy
- **10th Commitment: MC is a personal responsibility-friendly zone.** We commit to taking personal responsibility for sharing our questions, ideas, suggestions, issues, and concerns with MC's Leadership Team.



Communications Basics

These simple communications basics can be a great asset while communicating with and welcoming new members to the community.

- Listening skills: Listen to what the other person is saying. It is often helpful to repeat back what you have heard from the other person before responding to make sure you have understood correctly
- Speaking skills: Email and chat-based communications cut out 90% of how we “hear” each other – nonverbally through visual and body language cues. So spend time considering what you say, or type, to ensure clarity and minimize miscommunication
- Conflict resolution skills: From time to time, miscommunication may occur. Stay calm. Backtrack to discover where the misunderstanding first began. Using your listening and speaking skills, work from that point forward to clear up any confusion.

Requests for Referrals/Information

- Non-medical support only: Participation in MentorCONNECT is never a substitute or replacement for professional medical help
- MentorCONNECT does not give referrals or treatment advice: Serving as a volunteer Mentor, chat support group leader, or MentorCONNECT volunteer in any capacity does not extend to offering referrals or advice about eating disorders treatment
- Referrals policy: MentorCONNECT’s official policy is to refer those who seek additional support to NEDA, ANAD, EDReferral, Gurze or other similar website resources
- Resources policy: When offering resources for further information, all volunteer leaders are required to give at least 3 resources as we do not endorse particular services or providers

Additional Support for Volunteer Leaders

MentorCONNECT is a team-based community and all volunteer leadership roles are approached as a team. The entire team of leaders is always available for help, support, and trouble-shooting. The Forums Coordinator should not hesitate to contact the Executive Director, the Trainer or another leader in any situation where guidance and support is needed during any part of welcoming and orienting a new member to the community.