APIC Section Community Moderator Program

**General Moderator Job Description**

The Section Community Moderator program exists to enhance and maximize section/practice setting networking and engagement among APIC members. The main goals of the community moderators are to stimulate helpful and engaging community discussion as well as offer practice-related and organizational support.

**Structure of the Program**

* **Number of Moderator (s)**
* Large sections (500 + members), minimum 3 -maximum 5 moderators.
* Medium sections (201-499 members), minimum 2-maximum 3 moderators.
* Small sections (< 200 members) minimum 1- maximum 2 moderators.
* **Selection Criteria**
* A completed [section moderator application](http://apic.org/Resource_/TinyMceFileManager/chapter/APIC_Community_moderator_application.docx).
* Minimum 1 year of membership within the section applied for.
* Minimum 2 years’ experience in respective practice setting.
* One (1) peer reference.
* Certification in Infection Control (CIC) is preferred.
* **Recruitment/Retention Process**
* APIC staff will announce open positions and opportunities to serve on an annual basis (or more often if necessary). In the event of a volunteer shortage, APIC staff will reach out to active section members to volunteer as needed.
* Applications are submitted to the Member Services Committee (MSC) for review and moderator selection.
* Moderator performance to be reviewed annually by MSC based on elements outlined in ‘Role of the Moderator’.
* Moderator must notify appropriate APIC staff of their willingness to continue serving on an annual basis. Moderator will also promptly communicate their inability to continue serving.
* Moderators must inform APIC staff or MSC liaison of any extended absences.
* Moderators will receive complimentary APIC membership for one year.
* **Role of the Moderator**
* Review section posts weekly with expectation to spend a minimum of 2 hours per month managing the communities.
* Monitor the community for abusive posts, unauthorized spam or advertisements, or any other violations of the [Posting rules and etiquette](http://community.apic.org/communities/postingrules) (<http://community.apic.org/communities/postingrules>)
* Post minimum of 2 questions per quarter to help stimulate discussion

 -- if it is noted that there is little to no discussion (less than 3 posts), post 2

 questions within that month and monitor site for activity.

* Assess community posts quarterly to determine if the group is active or not; share inactive determinations with APIC staff and/or MSC liaison
* Respond to questions that do not receive responses within 5-7 days.

 -- if unable to answer, employ the help of your co-moderator(s) or elevate to

 APIC staff, if necessary.

* Facilitate quarterly section/practice teleconferences.
* **Role of APIC staff/MSC liaison**
* Share section community usage reports with MSC quarterly.
* Annually review and report on moderator engagement.
* Advertise positions and facilitate moderator recruitment.
* Compile and share reported trends, problems, or opportunities for improvement with MSC, internal staff and/or APIC leadership as appropriate.
* Provide means to conduct section/ practice teleconferences to community moderators.
* Provide community moderation training to volunteer moderators.
* Coordinate annual section mailing communicating activities, initiatives and points of engagement for the year.
* Facilitate annual sections networking opportunities at the Annual conference.
* **Role of MSC (full committee)**
* Annually review section moderator applications and make final candidates selections.
* Review section community usage report quarterly to find ways to stimulate additional activities among groups.
* Review moderator performance annually.
* Each MSC member to serve as MSC liaison for individual section.
* **Role of individual MSC Section Liaison(s)**
* Communicate regularly with section moderators to transfer relevant and timely information between sections and MSC for the purposes of maintaining or increasing section and moderator engagement through program planning and development.
* Assist/guide section moderators in moderation activities, if/when necessary.
* Troubleshoot issues between APIC and community moderators as needed or requested by APIC staff.
* Mobilize and lead committee members in discussing and responding to section specific issues, when requested by APIC staff and provide necessary follow-up.