DSDN

DOWN SYNDROME DIAGNOSIS NETWORK

inform • connect • support

Open Role: Director of Online Support

Volunteer Leadership Opportunity | Down Syndrome Diagnosis Network (DSDN)

Bring your ideas. Build connections. Help shape what's next! 💙💛

At Down Syndrome Diagnosis Network (DSDN), we know the power of connecting with another parent who understands. Through our online communities, parents share experiences, ask questions, and build lasting relationships. We're looking for a **Director of Online Support** to lead and empower our volunteer moderators, strengthen these connections, and bring fresh ideas to the future of online support at DSDN.

This position is eligible for DSDN's Retreat Gratitude Package, which includes flight reimbursement, retreat registration, and half of hotel stay for one of DSDN's Rockin' Retreats (subject to change annually).

Duties Include:

Volunteer Leadership & Development

- Lead, encourage, and support our team of volunteer Lead Moderators and moderators, establishing clear expectations, accountability, and consistent communication.
- Help recruit, welcome, train, and retain passionate volunteers.
- Foster a collaborative, inclusive, and supportive environment where volunteers feel heard, appreciated, and empowered.
- Support the team in navigating challenges, addressing concerns, and maintaining welcoming online spaces.

Online Community Management & Engagement

- Maintain a daily presence in the DSDN Rockin' Parents app, monitor activity across all groups, and provide guidance and support to moderators as needed.
- Monitor community health and engagement, identify opportunities for improvement, and lead initiatives that strengthen participation, responsiveness, and connection across DSDN's online support groups.
- Help ensure DSDN's online communities remain welcoming, inclusive, and supportive through consistent application of community guidelines.

The mission of the Down Syndrome Diagnosis Network is to connect, support, and provide accurate information to parents - and the medical professionals who serve them - from the time of diagnosis through age 3, while fostering the opportunity for lifelong connections. Our vision is that every Down syndrome diagnosis will be delivered in an unbiased, factual, and supportive way every time, and that families can quickly find meaningful connections. DSDN does not discriminate on the basis of race, gender, religion, sexual orientation or disability.

Leadership & Collaboration

- Partner with DSDN's Director of Family Support to establish goals, evaluate progress, and help our communities grow and evolve.

Qualifications:

Applicants must be a parent of a child with Down syndrome. We believe that lived experience is an essential part of leading our parent-to-parent support communities.

We're looking for someone who:

- Is passionate about DSDN's mission and supporting other parents.
- Brings creativity, curiosity, and a willingness to explore new ideas.
- Has strong leadership skills and enjoys helping others succeed.
- Values collaboration, open communication, and different perspectives.
- Is comfortable providing constructive feedback, navigating difficult conversations, and holding volunteers accountable with empathy and respect.
- Is organized, dependable, and comfortable taking initiative.
- Is willing to learn, adapt, and help strengthen the way our communities operate.
- Is comfortable using technology and learning new platforms.

Experience in volunteer leadership, community management, nonprofit organizations, or similar roles is a plus, but not required.

Whether you're a longtime DSDN volunteer, a member of our community, or a parent who is just getting to know our organization, we encourage you to apply!

Reports to:

Director of Family Support

Time Commitment:

Approximately 6–8 hours per week, including daily activity in the DSDN Rockin' Parents app, ongoing team communication, and virtual meetings. Some periods may require additional time.

Term Commitment:

A minimum two-year commitment.

To Apply:

Submit your resume and cover letter to DSDN's Family Support Director, Shannon Prausa at shannon@dsdiagnosisnetwork.org by December 4, 2026.

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