

## Chat Now (Online Responder) Job Description

### Purpose of role:

The main purpose of the Chat Now Help Desk is to answer live, real time queries from the still suffering alcoholic and provide them with information about AA and the 12 Step Program.

### Requirements:

2 years continuous sobriety is recommended as well as a good understanding of the AA Program and AA Traditions, 12 Stepping and the AA 12 step service structure and the Chat Now Responder Guidelines.

Applications will need to be endorsed by their Intergroup or Region.

The Chat now service uses a live chat box to respond to any enquiries, so working knowledge of and ability to operate a computer and access the internet is expected. Good communication skills, spelling and grammar are also important

### Responsibilities:

The Chat Now response service operates with members covering shifts. The duration of shifts is flexible, up to two hours at any one time, organised on a weekly Rota. During the time on shift it is important that members can respond immediately.

### Sponsorship and Support:

During sponsorship into this service position, the Responder will be shown how to use the Pure Chat online dashboard and coached in effective ways to respond to enquiries received. Training will be conducted using a training page.

It will be seen that clear and simple replies that address the issues raised by the enquirer are the most effective. There are editable 'canned' replies available for the more common enquiries. Guidance will be given on how best to respond to challenging situations and emergencies.

As with all 12 Step work, we always need to show empathy towards the still suffering alcoholic.

It should be fully understood that any text, once posted on Chat Now, is reproducible and the reputation of AA depends on our fully upholding the AA Traditions.

The Chat Now Service works as a team with all members supporting each other and sharing experience. To aid this, there is a Skype Chat room for all Chat Now responders who wish to participate.

For further information please email [chatadmin@aamail.org](mailto:chatadmin@aamail.org)