

On-line Response Service (Responder)

Purpose of role:

The main purpose of the Online-Responders Help Desk is to put the still suffering alcoholic in touch with the AA Telephone Service or an AA Group and provide them with information about AA and the 12 Step Programme along with an AA starter pack.

Requirements:

2 years continuous sobriety is recommended as well as an understanding of the AA Programme, 12 Step work, the Traditions and Guidelines. Applicants will need to be endorsed by their Intergroup or Region.

The Online-Response service uses email to respond to any enquiries, so applicants will need to have internet access and be familiar with using email.

Access to Skype is required as it is used for communicating within the Response Service team and whilst being sponsored into the service position.

Responsibilities:

The Response Service operates with members covering shifts. The duration of shifts is flexible and can range from 2 hours upwards. During the time on shift it is important that members can respond promptly without distraction from work or other commitments. Experience has shown that the use of computers is better for responding as mobile devices (phones) have been found unsuitable.

Sponsorship and Support:

During sponsorship into this service position, the applicant will be shown how to use the email system and the best ways to respond to the enquiries received.

It will be seen that clear and simple messages that addresses the issues raised by the enquirer are the most effective.

Guidance will be given on how respond to challenging situations and emergencies and how to prioritise which enquiries to respond to first, if several come in at the same time.

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

The Online Response Service works as a team with all members supporting each other and sharing experience. It has a strong tradition of sponsoring new members into the role and support is always available via Skype.

For further information please email: ortadmin@aamail.org