

Chat Now (Online Responder) Jobs Description

Purpose of role: The primary purpose of the Chat Now Service is to answer live, real time queries from the still suffering alcoholic (SA) and to give them information about the telephone helpline. Where desired and possible, we can also offer meeting information, either online or physical.

Requirements:

1. 2 years continuous sobriety
2. Computer literacy (just the basics!) and access to a laptop or desktop computer
3. Good understanding of the 12 Steps and the 12 Traditions
4. Ability to respond to incoming chats quickly
5. Endorsement by Group, Intergroup, or Regional Officer

Responsibilities: The Chat Now response service operates with members covering weekly shifts. The duration of shifts is flexible, from one to three hours at any one time, organised on a weekly rota. During the time on shift it is important that members can respond immediately. We ask that all responders commit to two hours on the weekly rota.

Rotation: This is a three-year commitment. Reapplication can be done after one year out of the service.

Sponsorship and Support: During sponsorship into this service position, the Responder will be shown how to use the chat dashboard and coached in effective ways to respond to enquiries received. Training will be conducted using a training page. It will be shown that clear and simple replies that address the issues raised by the enquirer are the most effective. There are editable 'predefined 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 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 to use to communicate with each other.

For further information please email chatadmin@aamail.org

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