Qualifications for service: On-line Response Service (Responder)

2 years' continuous sobriety, and a thorough understanding of the programme, the traditions and the guidelines.

Experience of service within AA.

An understanding of what makes a high-quality helpdesk.

Computer literacy, particularly with experience and familiarity of webmail, email and the Internet.

Excellent communication skills, with a reasonable degree of written literacy. (i.e. able to write clear, concise, simple and literate English).

Free and open access to an online computer during the shift, without hindrance from work, or other, commitments. (Access via a mobile device is not suitable.)

Responsive to challenging situations & emergencies.

The ability to prioritise effectively.

The ability actively to listen to people and understand exactly what is being said and/or asked.

Persuasive and sympathetic personality, able to empathise both with suffering alcoholics, and with those who care about them.

Free Skype account

The ability to work as a team member

For clarification or further information, please contact ortadmin@alcoholics-anonymous.org.uk