

# Chat Now and Online Response Service Job Description

## **Purpose of role:**

The primary purpose of the Chat Now Service and Online Response Service is to encourage the suffering alcoholic (SA) to contact our telephone helplines. We can also offer them details of meetings and provide information that introduces them to the Fellowship.

## **Requirements:**

1. 2 years of continuous sobriety.
2. Computer literacy and access to a laptop or desktop computer with internet access.
3. A Teams account is essential and help can be given in setting up this free service.
4. A reasonable level of written English.
5. Ability to commit to a minimum regular weekly one-hour shift.
6. A good understanding of the 12 Steps and the 12 Traditions.
7. Endorsement to be provided by Group, Intergroup, or Regional Officer located within one of the 16 Regions of AAGB.
8. Permission to be given to the General Service Board of Alcoholics Anonymous to undertake a Basic Disclosure and Barring Service (DBS) check (or relevant equivalent.)

## **Overview:**

Chat Now (CN) provides a live chat service and the Online Responder Service (ORS) answers incoming emails. Both these services can be accessed via the home page and newcomer pages of the AAGB website.

One of the main differences between the two services is that Chat Now responds to people writing in real-time and provides an immediate response, while the Online Response Service responds to incoming emails, so does not necessarily require the responder to answer immediately.

## **Rotation:**

This is a three-year commitment. Reapplication can be made to either service after a year break from both services.

## **Training and Support:**

Full training and support will be given and the applicant will be shadowed until they are ready. There is always help at hand if a query should arise.

Please send your completed application and endorsement to [secretary.fro.sc@aamail.org](mailto:secretary.fro.sc@aamail.org)

Last updated April 2025