

Role – Telephone Helpline Co ordinator

Description:

To co ordinate the work of the Telephone Helpline Volunteers, who look after the OAGB mobile phone on a rota basis for 3 months at a time

Qualifications:

* To have at least three months of current continuous abstinence
* To have been in OA for at least a year
* To be working the OA steps with a sponsor
* To have an understanding of the 12 Traditions

Tasks involved:

* Make sure the rota and contact details for volunteers are kept up to date
* Provide information to people enquiring about doing telephone service
* Keep the instructions and guidelines for telephone volunteers up to date and send them out to new volunteers when needed
* Be the first port of call for questions and enquiries from telephone volunteers
* Arrange for the phone to be sent on to the new volunteer every three months

Working with:

Your main contact on the Board would be the Communications Officer, and you would have regular contact with the Telephone Helpline Volunteers

 Approximate time commitment:

2-3 hours a month, depending on the level of enquiries

Technical requirements:

You would need email and internet access, and be able to update Word documents