

Role – Telephone Volunteers

Description:

* To answer calls made to the OAGB telephone helpline, and respond to voicemail messages. This service is available to individuals, groups and Intergroups and is taken on 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:

* Receive the OAGB mobile by post from the previous person on the rota
* Answer calls made to the phone and provide information to callers, eg look up where their nearest meeting and let them know
* Use the guidelines provided by the Board to answer other questions
* Contact the relevant Board member for help if you have any queries that you’re not able to answer
* Respond to any messages left by voicemail
* Send the phone on to the next person at the end of your service

Working with:

This service can be shared among members of a group or Intergroup. Your main point of contact on the Board would be the Communications Officer

Approximate time commitment:

We receive approximately 5-8 calls a week on average, so time needed is around 1-2 hours a week

Technical requirements:

You will need access to the Internet to find information for callers, eg finding their local meeting