

## Position Description

### Diverter Coordinator

Volunteer

#### **AA Declaration**

*I am responsible. When anyone, anywhere, reaches out for help, I want the hand of AA always to be there and for that:*

***I am responsible***

#### **Responsible to**

Office Manager/ Committee/ AA Groups

**Tradition 2; For our group purpose there is but one ultimate authority – a loving God as he may express himself in our group conscience. Our leaders are but trusted servants; they do not govern.**

#### **Purpose**

The position of Diverter Roster Coordinator supports the NSCSO's operation of the 24-hour help line by being responsible for the organisation and production of the Diverter Roster. The Diverter is in operation when the Office is closed, overnight from 5pm until 9am weekdays, weekends and public holidays both during the day and overnight.

#### **Duties & responsibilities**

Your duties as Diverter Coordinator are to include but are not limited to the following:

- Organise a monthly roster from our pool of AA volunteers to answer the 24-hour helpline from their home or mobile phones.
- Maintain and update roster, replacing volunteers when necessary
- Communicate roster needs with the Committee
- Liaise with the Diverter Switcher and the Office regarding changes to the roster
- Recruit and train new volunteers
- Attend monthly Office meetings

#### **Qualifications**

Basic knowledge of Microsoft Word and Excel and email. Pleasant manner, problem solving ability, patience and dependability

#### **Length of Appointment**

The Diverter Roster Coordinator position is assigned for 2 years from AGM. After the 2 years if there is no other volunteer for this position the current Diverter Roster Coordinator may be reappointed.

## **Diverter Coordinator – Position Description cont**

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### **Time Commitment**

Varying hours per week. This can be a substantial time commitment.

### **Sobriety Requirement**

This position requires a minimum of 2 years sobriety

### **Location**

The Diverter Coordinator position may work from home if the volunteer has computer access or from the Office in St Ives.

### **Support**

Training for this position will be provided. In addition, the Diverter Switcher and Office Administrator will be available for assistance