

Position Description

Diverter Switcher 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 Switcher Coordinator supports the Diverter Roster Coordinator in the NSCSO's operation of the 24 hour help line, by being responsible for the organisation and production of the yearly/monthly Switching Roster and liaising with both the other 5 switching volunteers and the Diverter Roster Coordinator.

The Switchers (6 in total) are responsible for switching (via an App on their phone or using the internet at home) from one Diverter volunteer to another at change over points/times during the week, on weekends and public holidays (5pm Mon –Fri, 9am/5pm weekends and public holidays).

Duties & responsibilities

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

- Organise the monthly/yearly roster for the 6 AA volunteers to switch the 24 hr helpline from one diverter volunteer to the next
- Each year maintain and update switching roster, replacing switching volunteers when necessary
- Communicate on going switching roster functioning to the committee
- Liase with the Diverter roster coordinator and the office regarding changes to each other's respective rosters (often on a weekly basis)
- Recruit and train new Switchers
- Attend monthly Office meetings

Diverter Coordinator – Position Description cont

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Qualifications

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

Ability to use the “switching system” (e.g. Avoxi); training provided.

Working knowledge of the Diverter system; or experience as a Diverter volunteer themselves.

Length of Appointment

The Switcher Coordinator position is assigned for 2 years from AGM. After the 2 years if there is no other volunteer for this position the current Switcher Coordinator maybe reappointed.

Time Commitment

This is not a substantial time commitment, but consistency and being “on hand” is required: 15 minutes perday Mon to Fri, one hour on 1 weekend per month themselves and 2 hours to update the yearly roster every November for the following year. Also 5 minutes a week to remind the next weekend’s Switcher that they are on duty.

Sobriety Requirement

This position requires a minimum of 2 years sobriety

Location

The Switcher Coordinator position usually works from home if the volunteer has computer access or from the Office in St Ives.

Support

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