

# ***CENTRAL COAST CENTRAL OFFICE INTERGROUP***

## **VOLUNTEER COORDINATOR**

### **QUALIFICATIONS**

1. The Volunteer Coordinator is a staff position and shall have a minimum of 2 years continuous sobriety.
2. The Volunteer Coordinator shall be appointed by the Board of Directors to serve a one-year term, renewable for one additional term.

### **TIME ESTIMATE**

No specific work hours are required but it is estimated that the Volunteer Coordinator will spend up to 10 hours per month. Attendance at Board and Intergroup Meetings is 2 hours per month, and an additional 8 hours per month is required to perform the duties noted below. \*

### **DUTIES**

The Volunteer Coordinator shall perform their duties in the best interest of the Central Office, keeping in mind the overall purpose, and guidelines of Alcoholics Anonymous.

Specific duties include the following:

1. Select, train, and supervise office volunteers and call forwarding volunteers.
2. Prepare monthly volunteer shift schedules and arrange for backups to fill vacancies as they occur.
3. Update and Maintain the lists of volunteer names and contact information.
4. Conduct meetings as needed for communication and training.
5. Maintain and update the Desk Manual and Call Forwarding Handbook, which may include the following as needed:
  - a. guidelines for answering the telephone
  - b. current Twelve Step Volunteer telephone list
  - c. current Meeting Directory
  - d. procedures for literature sales and collection of money
  - e. procedures for opening and closing the Office, including telephone forwarding
  - f. referral materials such as contact information for General Service Office, community recovery resources, and other recovery programs.
6. Review volunteer logbook on a regular basis for follow up actions.