

Chairpersons Notes – Telephone Service Roles

This document is for the attention of the chairperson of each group within Derbyshire Intergroup.

The Derbyshire Intergroup area is covered by the new helpline number 01332 492 421

All landline calls and the majority of mobile calls from within the area should be answered by a responder from our area. We currently operate a responder service between 8am and midnight, 7 days a week in 4-hour shifts. Out of hours an answerphone service is provided. The helpline system is automated and enables calls to be routed to any landline or UK registered mobile for the duration of each shift.

The telephone service is an important means of offering the help that AA can provide.

The sponsorship form you have received is for your group to nominate individuals into the roles of Telephone Responder, Reserve Telephone Responder, and 12th-Stepper.

For all telephone service positions (Telephone Responder, Reserve Telephone Responder, and 12th-Stepper) the minimum continuous sobriety requirement is 12 months.

It is imperative that individuals sponsored into these service roles meet the minimum continuous sobriety requirements but also must be:

- Familiar with the 12 Traditions of Alcoholics Anonymous.
- Known to the sponsoring meeting, being sponsored into service by their own home group.
- Considered reliable and responsible by the group.
- Committed to a minimum of six months in the post.
- Deemed willing to learn and follow the guidelines provided.

When an individual agrees to take on the role of a telephone responder, they become responsible for their shift and should utilise the reserve responder list at times when they are unavailable to cover the slot themselves.

An individual group should also keep a copy of 'Hints and Suggestions for 12th Steppers' so that group members wanting to be nominated as a 12th stepper can refer to it.

The conscience of your group is needed to ensure that persons sponsored into telephone service are able and willing to conduct the service position appropriately.

The attached FAQ is designed to assist with any questions your group may have, but if there are other questions or any clarification required do not hesitate to contact your TLO; details below.

Thank you for your support.

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