Edinburgh and Midlothian Intergroup
Service Role Descriptions

TELEPHONE LIAISON OFFICER

This is a service position for the Edinburgh and Midlothian Intergroup. The ideal candidate will have at least three years of continuous sobriety and a strong working knowledge of the Twelve Steps and Twelve Traditions of Alcoholics Anonymous.

Term: Typically a three-year term, to be confirmed by the Intergroup

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Key Responsibilities

- **Liaison and Communication:** Act as the primary point of contact between the Intergroup and individuals seeking help through the telephone helpline. This involves responding to calls, providing information about local meetings, and offering support to those struggling with alcoholism.
- **Collaboration:** Work closely with other service positions within the Edinburgh and Midlothian Intergroup, as well as with telephone liaison officers across Scotland. This requires good **communication** and **organisational skills** to ensure effective coordination and seamless service delivery.
- **Administrative Duties:** Maintain records of incoming calls and contacts, ensuring all information is handled discreetly. Basic **computing skills** are necessary for this, including using shared spreadsheets or databases to log information and coordinate with other team members.
- **Upholding Traditions:** Ensure that all actions and communications align with the **Twelve Traditions** of AA, particularly those related to anonymity and self-support. The officer is expected to carry the message of recovery without personal bias or external affiliations
- **Provide a Supportive Environment**: Assure potential volunteers that they won't be left to fend for themselves. Highlight the training and support systems in place, such as initial training guides, ongoing mentorship, and a network of other responders.
- **Promote the Service in Meetings**: Regularly announce the need for new responders at local meetings. A brief, heartfelt appeal from an experienced responder can be very effective. This can also be supplemented with pamphlets, posters, or a sign-up sheet. The goal is to make the opportunity visible and easy to act on.

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General Skills

- **Good Communication Skills:** This includes speaking clearly and calmly, as well as being able to provide information in a straightforward, easy-to-understand manner.
- **Basic Computing Skills:** Proficiency with shared online documents, calendars, or scheduling software is often necessary for coordinating with the Intergroup's Telephone Liaison Officer and other responder.

Notes

Encouraging members to become telephone responders for the AA helpline is a vital service activity that keeps the lifeline of the fellowship open for those who still suffer. It's a way for members to give back and deepen their own recovery,