



**PINELLAS COUNTY INTERGROUP, INC.**  
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## **Intergroup Volunteer Coordinator Policies and Procedures**

### **Composition:**

The Volunteer Coordinator Chair and Alternate Chair is part of the Pinellas County Intergroup. There can be more than one member in the group. Those who want to participate in the group must have at least 6 months continuous sobriety and approval of their sponsor. Volunteer Coordinator Chair should have 1 year's sobriety with knowledge of Steps and Traditions and 1-year volunteer or intergroup experience. Alternate Coordinator should have 6 months sobriety with knowledge of Steps and Traditions, prefer volunteer experience. Chair is elected within the intergroup on even years in October. Chair is funded for one night at each Area Quarterly Assembly if funds are available.

### **Scope:**

The coordinator chair manages all elements of the Alcoholics Anonymous volunteer recruitment sources on behalf of the Pinellas County intergroup. These sources include web-based signup forms from District 1 and Pinellas County Intergroup, telecom, walk-ins/in-person, and email contacts sources. Volunteer signup forms include requests for helpline calls, bridging the Gap, serving in a committee, helping with events, speaking at Treatment, Corrections, working in the Central Office, or speak at Unity are just a few of the categories outlined in district and Intergroup recruitment webpage efforts. The coordinator will disseminate all volunteers to the appropriate committee chairs to align with volunteer's interest(s).

The coordinator chair shall actively recruit volunteers and shall develop, manage and maintain the overall volunteer database. Coordinator shall serve as the 'gatekeeper' connecting volunteers with appropriate service committee chair and/or designated '*trainer*' so as future service positions are systematically filled with fully trained volunteers.

In addition, the coordinator shall serve as primary Pinellas County Central office designated *trainer* in partnership with the Pinellas county intergroup office manager.

### **Procedures:**

Familiarize and adhere to all procedures and by-laws of Pinellas County Intergroup.

Generate and maintain a list of people to be called upon to volunteer for committee chairs.

Maintain open communication between all volunteers, committee chairs, and office staff, encourage a spirit of helpfulness between District and Intergroup.

Be able to access volunteer calendar and keep up to date for proper central office volunteer coverage in partnership with Web Chair.

Shall attend all required meetings such as Steering on 2nd Tuesday each month and Intergroup 3rd Monday each month and report to those served.

Hold quarterly meetings with Committee Chairs to discuss best practices in managing volunteer recruitment tools and volunteer data base.

Hold monthly meetings with Office Volunteers to share their experience and express needs in facilitating Central Office.

Maintain, manage, and expand volunteer database of current, on-call and former volunteers for PCI, Inc. to include names, phone numbers, and email addresses on file for use. Expand volunteer database to collect volunteer information on qualifications and skills for all trained service positions and work closely with the helpline chair.

Source and recruit volunteers using various recruiting techniques utilizing both District 1 and Pinellas County Intergroup web based tools.

Update and maintain the "Telephone Volunteer Guidelines," to include FAQ's for office volunteer and related volunteer tools, i.e., referral telephone numbers, etc.

Share experience, strength and hope in helping carry the AA message while fostering and creating a healthy-working environment for staff volunteers

**Responsibility:**

It is the responsibility of all Committee members to insure we are doing a great job and that we are finding better ways to carry the message efficiently and effectively. If for any reason a Chairperson or Alternate coordinator cannot meet an obligation, it is that person's responsibility to find an appropriate substitute. Each Chairperson should also "groom" someone to transition as they move on. The volunteers recruited should be called upon from time to time; they sign up to help and we should encourage them to get involved, we must adopt a fluid spirit of rotation. We can't keep it unless we give it away.