



**PINELLAS COUNTY INTERGROUP, INC.**

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**Helpline Policies & Procedures**

**Requirements:**

- Two years sobriety.
- 1 year Intergroup experience.
- Available and accessible 24/7

**Duties:**

- Intergroup
  - Participate as a member of the Intergroup Steering Committee.
  - Prepare monthly report on Helpline performance and present at Steering Committee meeting, responding to questions and concerns.
  - Attend Intergroup meeting and respond to any questions about the Helpline.
- Volunteers
  - Actively recruit new Helpline and 12<sup>th</sup> Step volunteers utilizing the Intergroup Volunteer Chair and other Intergroup representatives, [aapinellas.org](http://aapinellas.org), the Plain and Straight publication, and word of mouth.
  - Screen new volunteers to ensure they meet the minimum qualifications of:
    - 1 year continuous sobriety
    - Membership in a Home Group
    - Completed working the 12 Steps at least once
  - Train volunteers by phone on Helpline phone procedures. Provide each volunteer with:
    - AA Pinellas County Intergroup Helpline Volunteer Manual, including:
      - Summary of Helpline system and shifts available for volunteers
      - Advice on how to handle Helpline calls
      - A list of community resources that may help callers
    - List of 12 step volunteers.
  - Be available for questions and backup for helpline coverage as required.
- Manage Helpline
  - RingCentral Online Call Answering System

- Enter new volunteers into system, remove retiring volunteers, and adjust shift assignments as required.
- Retrieve reports on performance and prepare monthly Intergroup reports using Excel and Powerpoint.
- Make sure Co-Chair or other back-up is available in your absence for all your duties including attending the Steering Committee and/or Intergroup meetings.
- Provide performance feedback to volunteers as needed. If problems are observed and ongoing, Chairperson must make whatever changes are necessary for continued smooth operation of the Helpline.
- Update Helpline Volunteer Manual and 12<sup>th</sup> Step Volunteer Manual as required, and update 12<sup>th</sup> Step Volunteer list at list every six months.
- Chairperson must be in close contact with a cell phone for emergencies and to return missed calls.

- Intergroup
  - 1. Participate as a member of the intergroup Steering Committee
  - 2. Prepare monthly report on helpline performance and present to Steering Committee
  - 3. Monitor reporting for quality and consistency
  - 4. Attend intergroup meeting and respond to any questions about the Helpline
- Volunteer
  - 1. Recruit, recruit, recruit new helpline and 12<sup>th</sup> Step volunteers during the Intergroup Volunteer Call and intergroup conversations, especially on the Forward Straight
  - 2. Recruit new volunteers to ensure they meet the minimum qualifications of:
    - 1 year of volunteer work
    - Member of a 12<sup>th</sup> Step Group
    - Completed work for the 12<sup>th</sup> Step at least once
  - 3. This volunteer is shown on Helpline phone database. Provide each volunteer with:
    - All Financial Control Intergroup Helpline Volunteer Manual including:
      - Summary of Helpline system and shifts available for volunteers
      - Advice on how to handle incoming calls
      - List of community resources that may help callers
      - List of 12<sup>th</sup> Step volunteers
    - Be available for questions and back up for helpline coverage as required
  - 4. Manage Helpline
    - Single-line Helpline Call Answering System