

POSITION DESCRIPTION

Title: Group Services Specialist - Alateen
Reports To: Associate Director - Group Services
Grade Level: 6

Job Brief:

Communicates with members and potential members by phone, social media, and in person in a manner that consistently conveys the warmth, understanding, and love that characterizes the Al-Anon program and fosters Al-Anon and Alateen unity. Supports every aspect of Group Services Team activity related to Alateen, including supporting Alateen groups, compiling sharings for *Alateen Talks*, writing Alateen ads for *The Forum*, facilitating registrations as relates to Alateen Chat meetings, and administering the AFG Connects Alateen Coordinators community.

Specific Duties and Responsibilities:

- Serves as the primary resource within Group Services for Alateen groups and Al-Anon members/potential members
- Collaborates with the Associate Director - Group Services to assist and support members in resolving member, group, District, and Al-Anon Information Services (AIS) concerns in accordance with Traditions and Concepts
- Provides information as the voice of the clearinghouse regarding Al-Anon Family Groups and World Service Office (WSO) policies
- Answers inquiries from Al-Anon, A.A., and potential members regarding basic Al-Anon and Alateen group information as well as events with Alateen participation received via phone, including the toll-free meeting line, and email
- Collaborates with Associate Director - Group Services in responding to complex questions related to Alateen policies and procedures
- Writes Alateen ads and related articles for *The Forum* and *In the Loop* as assigned
- Performs all functions for compiling and mailing of *Alateen Talk* and Sharing Sheets, including compiling contributor's names for mailing complimentary copies of *Alateen Talk*
- Reviews and collaborates with other WSO Teams to support revisions to WSO service tools
- Registers certified Al-Anon Members Involved in Alateen Service (AMIAS) Group Sponsors and teens for Alateen Chat meetings
- Administrator for AFG Connects Alateen Coordinator community, monitoring discussions and replying as needed
- Assists Associate Director—Group Services in reviewing Area Alateen Safety and Behavioral Requirements for compliance with the 2003 Alateen Motion from the Board of Trustees
- Assists with the Inmate Correspondence Service (ICS). Reviews correspondence from inmates and contacts enrolled in the ICS and responds accordingly. Registers inmates and inmate contacts in the database
- Reports member, group, District, or AIS issues of concern to the Associate Director -- Group Services
- Other duties as requested

Requirements:

- 5-7 years continuous AI-Anon membership with Alateen service experience at the District or Area level
- Ability to write and communicate effectively in a business environment
- Ability to review and edit written materials for consistency with the AI-Anon program
- Good interpersonal communication skills: in-person, via phone or chat; within social media forums; and via mail/email
- Ability to prioritize multiple tasks/projects independently and meet deadlines
- Attention to detail, good organizational and problem-solving skills
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint & Outlook) including within the Microsoft 365 online environment

Education and/or Experience:

- Associate Degree or above; or equivalent combination of education and/or work experience
- Bilingual in English/Spanish is a plus

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to express or exchange ideas by means of the spoken word. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close and far vision.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job in an office environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Work Location:

This job is located at the AI-Anon Family Group Headquarters World Service Office in Virginia Beach, VA. Remote location will not be considered for this position.