



**Northern Sydney Central Service Office**  
Alcoholics Anonymous Australia

## Position Description

Updated 19/06/2024

### Diverter Switcher Coordinator

Volunteer

#### **AA Declaration**

*I am responsible. When anyone, anywhere, reaches out for help, I want the hand of AA always to be there and for that:  
**I am responsible***

#### **Responsible to**

Office Manager/ Committee/ AA Groups

**Tradition 2; For our group purpose there is but one ultimate authority – a loving God as he may express himself in our group conscience. Our leaders are but trusted servants; they do not govern.**

#### **Purpose**

The position of Switcher Coordinator supports the Diverter Roster Coordinator in the NSCSO's operation of the 24 hour help line, by being responsible for the organisation and production of the yearly/monthly Switching Roster and liaising with both the other 5 switching volunteers and the Diverter Roster Coordinator. The Switchers (6 in total) are responsible for switching (via an App on their phone or using the internet at home) from one Diverter volunteer to another at change over points/times during the week, on weekends and public holidays (5pm Mon –Fri, 9am/5pm weekends and public holidays).

#### **Duties & responsibilities**

Your duties as Diverter Coordinator are to include but are not limited to the following:

- Organise the monthly/yearly roster for the 5 AA weekend/public holidays volunteers to switch the 24-hr helpline from one diverter volunteer to the next
- Each year maintain and update switching roster, replacing switching volunteers when necessary
- Communicate ongoing switching roster functioning to the committee
- Liase with the Diverter roster coordinator and the office regarding changes to each other's respective rosters (often on a weekly basis)
- Recruit and train new Switchers
- Attend monthly Office meeting

#### **Qualifications**

Basic knowledge of Microsoft Word and Excel and email. Pleasant manner, problem solving ability, patience and dependability

Ability to use the switching system (training provided)

## **Diverter Coordinator – Position Description cont**

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### **Length of Appointment**

The Diverter Switcher Roster Coordinator position is assigned for 2 years from AGM. After the 2 years if there is no other volunteer for this position the current Diverter Switcher Roster Coordinator maybe reappointed.

### **Time Commitment**

This is not a substantial time commitment, but consistency and being “on hand” is required: 15 minutes per day Mon to Fri, 10 minutes a week to remind the next weekend’s Switcher that they are on duty. Also 4 hours to update the yearly weekend roster every November for the following year.

### **Sobriety Requirement**

This position requires a minimum of 2 years sobriety

### **Location**

The Diverter Switcher Coordinator position may work from home with access to a computer

### **Support**

Training for this position will be provided. In addition, the Diverter Roster Coordinator and Office Manager will be available for assistance