

*** * * Space Coast Area * * ***
Of
Narcotics Anonymous



HELPLINE GUIDELINES

These Guidelines are a revised version of all previous Space Coast Area Helpline Subcommittee Guidelines. These are to be supplementary to the WSO approved Guide to Phoneline Service and in no way intended to replace or contradict said WSO approved Guide to Phoneline Service, the Policies and Procedures of the Space Coast Area Service Committee, the Florida Region Helpline Committee or Traditions of Narcotics Anonymous. The sole purpose for these Guidelines is to better serve the Area and Region in which we serve.

This is not WSO Approved Literature.

Version: 2015

1. Definition and Purpose of the Subcommittee:

We are dedicated to the proposition that no addict Seeking recovery need die without having a chance to find a better way of life.

The Space Coast Area Helpline purpose is to establish, maintain and coordinate an effective twenty-four hour, seven day a week Helpline. We will carry the message of recovery to those who call our Helpline. We will attempt to make NA available to any addict seeking recovery, by informing those who reach out to us where they can find an NA meeting, or to put them in contact with another recovering addict through a Twelve-Step List

This Subcommittee's responsibility is to be a resource to the Space Coast Area and its members in their efforts, by providing information and appropriate referrals necessary to better carry the Narcotics Anonymous message.

WE ARE DIRECTLY RESPONSIBLE TO THE GROUPS WE SERVE

2. Functions of the Subcommittee:

- 1) To hold regularly scheduled meetings every 2 months or as determined by the committee.
- 2) To communicate and disburse all information to and from Helpline volunteers.
- 3) To provide representation and participation in the SCASC.
- 4) To coordinate, recruit and develop the training of Helpline volunteers.
- 5) To update the Helpline information when required.
- 6) To elect and/or appoint members to fulfill the needs of the Subcommittee.
- 7) To educate the fellowship at large and train subcommittee members.
- 8) To maintain an archive of all correspondences.
- 9) To schedule and maintain active volunteer lists.

3. Structure of Elected Positions:

The Elected Positions of the Subcommittee shall consist of a Chairperson, Vice-Chairperson, Secretary, and Phone Volunteer Coordinator. All positions, with the exception of the Chairperson, who is elected by the SCASC, are elected by a consensus of the Subcommittee. (04/2009)

All terms of office are one (1) year with eligibility for a second term of one (1) year for any elected position.

If an elected committee member becomes unable to fulfill the duties of that position, a successor shall be suggested by the Chairperson and approved by the Subcommittee at the next Subcommittee meeting. Should the Chairperson be unable to fulfill the duties of that position, the Vice-Chairperson will automatically assume the position of the chairperson until the next SCASC meeting where a new Chairperson will be elected.

4. Qualifications and Duties of Elected Committee Members:

Chairperson: Elected by the SCASC.

Requirements for the position include:

- 1) A willingness and desire to serve in that capacity.
- 2) Has the time and resources necessary to complete these duties.
- 3) Active for at least one year in, and with knowledge of, the service structure of NA.
- 4) Has demonstrated a working knowledge of the structure the Helpline Subcommittee.
- 5) A knowledge of the 12 Steps and 12 Traditions of NA.
- 6) A minimum of 2 years abstinence from all drugs.
- 7) Be an active member on the subcommittee for at least 6 months.

(04/2009)

Responsibilities of the position include:

- 1) Presides at Subcommittee meetings.
- 2) Prepares an agenda for each meeting.
- 3) Maintains order at the meeting.
- 4) Attends volunteer training when applicable to observe and assist in carrying the message and training of volunteers.
- 5) Coordinates the rotation of the cell phone with other Subcommittee members.
- 6) Provides representation of the Subcommittee at the monthly SCASC meeting and submits a monthly report to the SCASC.
- 7) Creates an annual Subcommittee budget to be submitted to the SCASC each year.
- 8) Submits a set of Guidelines to SCASC each year.

Vice-Chairperson: Elected by the Subcommittee.

Requirements for the position include:

- 1) A willingness and desire to serve in that capacity.
- 2) Completion of Helpline training.
- 3) A knowledge of the 12 Steps and 12 Traditions of NA.
- 4) A minimum of one year's abstinence from all drugs.
- 5) Be an active member of the committee for at least six months.

(04/2009)

Responsibilities of the position include:

- 1) Assumes the duties of Chairperson in the case of Chairperson's absence.
- 2) If the office of Chairperson should become vacant, the Vice Chairperson assumes the duties until a Chairperson is elected by the SCASC.
- 3) Works closely with the Chairperson to become familiar with all aspects of the Chairperson's responsibilities.
- 4) Phone volunteer coordinator.
- 5) Keep an accurate log of all calls.

Secretary: Elected by the Subcommittee

Requirements for the position include:

- 1) A willingness and desire to serve in that capacity.
- 2) Completion of Helpline training.
- 3) A knowledge of the 12 Steps and 12 Traditions of NA.
- 4) A minimum of one year's abstinence from all drugs.
- 5) Be an active member of the committee for at least two months.

(04/2009)

Responsibilities of the position include:

- 1) Records minutes of all meetings of the Subcommittee and maintains archives of prior meeting minutes and related materials.
- 2) Copies and distributes minutes from Subcommittee meetings.
- 3) Keeps current records of all Subcommittee members and Helpline volunteers including addresses, phone numbers, and e-mail addresses.
- 4) Receives phone-line logs from volunteers for archives.

Phone Volunteer Coordinator:

Requirements for the position include:

- 1) A willingness and desire to serve in that capacity.
- 2) Completion of Helpline training.
- 3) A knowledge of the 12 Steps and 12 Traditions of NA.
- 4) A minimum of two years abstinence from all drugs.
- 5) Be an active member of the committee for at least four months.
- 6) Need Internet access.

Responsibilities of the position include:

- 1) Coordinating all shifts of the phone volunteers.
- 2) Organize and conduct phone volunteer training.
- 3) Update and maintain phone volunteer information via Internet.
- 4) Provides a monthly activity report of calls to the chairperson for monthly ASC reports.

(04/2009)

Cell Phone Volunteer: Elected by the Subcommittee

Qualifications:

- 1) 1 year abstinence from all drugs.
- 2) Willingness and desire to fulfill our purpose.
- 3) Willingness and resources to give of personal time.
- 4) Knowledge of the 12 Steps and 12 Traditions of NA.
- 5) Become a member of the Helpline subcommittee by attending their subcommittee meeting.
- 6) Access to a personal phone.
- 7) Attend at least 1 Helpline orientation or workshop.

Duties:

1. Answer all calls promptly and courteously.
2. Be prepared to fulfill all assigned shifts on time.
3. Immediately inform chairperson or designated coordinator if you are unable to fulfill or complete your shift.
4. Adhere to the dos and don'ts as described in the guide to phone line service. (NA)
5. Report all problems to the chairperson or designated coordinator ASAP.
6. Never give out the number to the phone you are using.
7. Attend all subcommittee meetings.

5. Helpline Subcommittee meeting format

1. Open with Serenity Prayer
2. Reading of the 12 Traditions
3. Reading of the 12 Concepts
4. Roll Call
5. Secretary's Report
6. Feed Back/ Open Forum
7. Old Business
8. Elections
9. New Business
10. Announcements
11. Close with 3rd Step Prayer