

## POSITION DESCRIPTION

**Title:** Group Services Specialist

**Reports To:** Associate Director – Group Services

**Al-Anon Membership:** 3-5 years

**Job Brief:** Ensures members, potential members, groups, Districts, Areas, Al-Anon Information Services (AIS), Literature Distribution Centers (LDC), combined AIS/LDCs, and members with special needs who contact the World Service Office (WSO) are provided with a response in accordance with Al-Anon principles and policies. Every contact, whether by phone, email or in person is expected to be treated with the warmth, understanding, and love that characterizes the Al-Anon program; and in a manner that fosters and cultivates Al-Anon and Alateen unity.

### **Specific Duties & Responsibilities:**

- Assists and supports members inquiries regarding member, group, District, AISs, LDCs and AIS/LDCs, concerns in accordance with the Traditions and Concepts.
- Provides information as the voice of the clearinghouse regarding Al-Anon and WSO policies
- Answers phone inquiries from Al-Anon/A.A./potential members, professionals, and others regarding Al-Anon and Alateen group information
- Receives and responds to email inquiries from potential members
- Compiles listings of available services for members with special needs including visually and hearing-impaired members and responds to all related communication
- Provides WSO support for Al-Anon Information Services (AIS) and Literature Distribution Centers (LDC) in coordination with other WSO departments
- Serves as part of the team responsible for revising the “Groups at Work” section of the *A-Anon/Alateen Service Manual* as scheduled
- Administers and supports AFG Connects communities for AISs and LDCs
- Supports Group Services with reviews of Alateen Safety and Behavioral Requirements (ASBR)
- Raises issues of concern or policy to the Associate Director—Group Services for discussion with the Director of Programs or the Staff Policy Implementation Roundtable (SPIRIT)
- Participates in SPIRIT with voice, but no vote;
- Participates on Task and Thought Force’s as requested
- Writes Group Services articles for *The Forum* and *In the Loop*
- Responds to questions posted to social media as requested
- Answers AFG English Toll-Free Meeting Line to give meeting information to newcomers and members.
- Give WSO Tours
- Other duties as assigned

**Requirements:**

- Familiar with Al-Anon's Twelve Steps, Traditions, Al-Anon's Twelve Steps, Traditions, Concepts of Service, and Policies and how to apply them in a business environment
- Demonstrated ability to communicate thoughtfully and clearly in writing, via email, in person, on the phone and through all forms of electronic media including emails and social media
- Ability to prioritize and work multiple tasks/projects independently and meet deadlines
- High degree of initiative
- Excellent interpersonal skills that foster and support our team-orientated culture
- Attention to detail, good organizational and problem-solving skills
- Proficient in Microsoft 365 products (Word, Excel, PowerPoint, Forms & Outlook)

**Education & Experience:**

- Associate degree in communications, social sciences, public relations, or related fields
- Three years' experience in a professional capacity; or equivalent combination of education and experience
- Three to five years continuous, active Al-Anon membership required, with service experience beyond the group level
- Cannot be or have ever been a member of Alcoholics Anonymous
- Must qualify to be certified as an Al-Anon Member Involved in Alateen Service (AMIAS) in accordance with the WSO AMIAS Certification Program
- Bilingual in English/Spanish is a plus
- Experience with project management software, for example Asana, 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 10 pounds. Specific vision abilities required by this job include close 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 Al-Anon Family Group Headquarters' World Service Office in Virginia Beach, VA. Remote location will not be considered for this position.

**Travel:**

This position requires up to 1-2 weeks of travel per year, frequently occurring over weekends.

**Point of Contact to Apply:**

Résumés and cover letters can be emailed to [HumanRes@al-anon.org](mailto:HumanRes@al-anon.org).