

**1. PURPOSE**

This sub-committee was formed and is directly responsible to the Susquehanna Area Service Committee (SASC) of Narcotics Anonymous and its purpose is to support the Free State Regional Service Committee (FSRSC) Phoneline. Its responsibility is to provide and disburse information to and from both the FSRSC and the SASC. Further, they are to recruit, train, and develop the Phoneline operators and 12 step volunteers, ensuring that calls are answered and routed properly.

**2. BUDGET****2.1. SASC Policy**

**2.1.1.** Monthly \$50 for operator training materials (Handbooks, schedules, IP's, and folders), recruitment flyers, etc.

**2.1.2.** SASC funds two (2) learning days annually. The cost of each learning day, not to exceed \$200 to cover expenses such as rent, flyers, refreshments and training materials.

**3. TRUSTED SERVANT REQUIREMENTS / QUALIFICATIONS / DUTIES****3.1. CHAIRPERSON****3.1.1. SASC POLICY**

3.1.1.1. 2 year clean time requirement (SASC policy)

3.1.1.2. 1 year service commitment (July - June)

**3.1.2. QUALIFICATIONS**

3.1.2.1. Suggested 2-year clean time requirement (SASC policy)

3.1.2.2. Preference that individual has served on the NA Phoneline

3.1.2.3. Working the 12 steps with a sponsor.

3.1.2.4. Suggested to have knowledge of the 12 Traditions and 12 Concepts of NA.

3.1.2.5. Have a willingness to serve.

3.1.2.6. Possess good communication skills

**3.1.3. DUTIES**

3.1.3.1. Maintain and provide updated material from FSR Phone Line to SASC Phoneline operators, if the vice chairperson is unable.

3.1.3.2. Maintain and provide training manuals for all SASC operators.

3.1.3.3. Attend all Regional Service Committee (RSC) meetings/conference calls and get reports.

3.1.3.4. Attend all SASC meetings/conference calls and provide reports to the SASC.

3.1.3.5. Attend all SASC Phoneline sub-committee meetings/conference calls.

3.1.3.6. Select and train vice chairperson

3.1.3.7. Train all operators.

3.1.3.8. Manage operators.

**3.2. VICE CHAIRPERSON**

**3.2.1. REQUIREMENTS**

- 3.2.1.1. 1 year clean time requirement.
- 3.2.1.2. 1 year service commitment (July - June).

**3.2.2. QUALIFICATIONS**

- 3.2.2.1. Preference that individual has served on the NA Phoneline.
- 3.2.2.2. Working the 12 steps with a sponsor.
- 3.2.2.3. Suggested to have knowledge of the 12 Traditions and 12 Concepts of NA.
- 3.2.2.4. Have a willingness to serve.
- 3.2.2.5. Possess good communication skills.

**3.2.3. DUTIES**

- 3.2.3.1. Maintain and provide updated material from FSR Phone Line to SASC Phoneline operators.
- 3.2.3.2. Maintain and provide training manuals for all SASC operators.
- 3.2.3.3. Attend all Regional Service Committee (RSC) meetings/conference calls and get reports in the absence of the chairperson.
- 3.2.3.4. Attend all SASC meetings/conference calls and provide reports to the SASC in the absence of the chairperson.
- 3.2.3.5. Attend all SASC Phoneline sub-committee meetings/conference calls, and serve in the chairpersons absence as needed.
- 3.2.3.6. Select and train vice chair.
- 3.2.3.7. Assist chairperson with training all operators.
- 3.2.3.8. Assist chairperson with management of operators.

**3.3. SECRETARY**

**3.3.1. QUALIFICATIONS**

- 3.3.1.1. 6 months clean time requirement.
- 3.3.1.2. 1 year service commitment (July - June).
- 3.3.1.3. Working the 12 steps with a sponsor.
- 3.3.1.4. Willingness to serve.
- 3.3.1.5. Possess good communication skills.

**3.3.2. DUTIES**

- 3.3.2.1. Record and maintain all sub-committee meeting minutes.
- 3.3.2.2. Attend all SASC meetings and take notes for anything pertaining to Phoneline, except the chair report.
- 3.3.2.3. Attend FSRSC meetings in the absence of the chair/vice chair.
- 3.3.2.4. Train operators as needed in the absence of chair/vice chair.

**3.4. OPERATOR**

**3.4.1. QUALIFICATIONS**

- 3.4.1.1. 6 months clean time.
- 3.4.1.2. Knowledge of the 12 Steps and 12 Traditions of NA.
- 3.4.1.3. Complete training before taking calls.
- 3.4.1.4. Willingness to serve.

**3.4.2. DUTIES**

- 3.4.2.1. As defined by the FSR Phoneline Information Booklet

**3.5. 12 STEP VOLUNTEER**

**3.5.1. QUALIFICATIONS**

- 3.5.1.1. 1 year clean time.
- 3.5.1.2. Knowledge of the 12 Steps and 12 Traditions of NA.
- 3.5.1.3. Complete training before taking calls.
- 3.5.1.4. Willingness to serve.

**3.5.2. DUTIES**

- 3.5.2.1. Identify days and times of availability for 12 step calls
- 3.5.2.2. Identify willingness for taking calls, providing rides to meetings, or both.