

POSITION DESCRIPTION

Title: Programs Specialist
Reports To: Director of Programs
Grade Level: 6

Al-Anon Membership: 5 Years

Job Brief: Supports the Programs Department teams, including International, Group Services, Literature, Community Relations, and Conference, in communicating and corresponding with members within the WSC Structure and internationally. Participates as a vital member of the international team. Communicates and provides support to members in the WSC Structure and international communities in a manner that consistently conveys the warmth, understanding, and love that characterizes the Al-Anon program and fosters unity among structures.

Specific Duties & Responsibilities:

- Assists and supports members in resolving member, group, District, and Al-Anon Information Service (AIS) concerns through application of the Twelve Traditions and Concepts and Al-Anon Policy by sharing the accumulated experience of the WSO
- Answers phone inquiries from Al-Anon/A.A./potential members, professionals, and others regarding basic Al-Anon and Alateen group information
- Responds to member requests for information about how to find and start Al-Anon and Alateen groups and services in the WSC and International structures
- Supports new service arm structures in countries outside the WSC
- Coordinates with other teams to maintain accurate contact data information for service arms outside the WSC
- Administers the AFG Connects Communities supporting our International Structures
- Develops and distributes surveys
- Records the minutes of the International Coordination Committee meetings
- Assists in compiling material for the IAGSM *Summary*
- Answers toll-free meeting line in English and Spanish
- Raises issues of concern or policy to the Director of Programs or the Staff Policy Implementation Roundtable (SPIRiT)
- Participates in internal discussions of policy application and implementation as part of SPIRiT with voice, but no vote
- Writes articles for WSO publications
- Reports issues of concern to respective Associate Director/Director of Programs
- Provides feedback on service tools, PowerPoint presentations, website content updates, etc. to ensure clear and consistent messaging
- Conducts office tours in English as needed
- Other duties as assigned

Requirements:

- Familiar with Al-Anon's Twelve Steps, Traditions, Concepts of Service and *Digest of Al-Anon and Alateen Policies* and how to apply them to member questions and concerns
- Demonstrated ability to write and speak effectively in English in a business environment
- Ability to collaborate and cooperate in a team-based organizational structure
- Ability to prioritize and complete work on multiple tasks or projects independently and meet deadlines
- Attention to detail, good organizational and problem-solving skills
- Confidence using technology to plan, communicate, collaborate, and organize
- Proficient in Microsoft 365 products (Word, Excel, PowerPoint & Outlook) including within the Microsoft 365 online environment

Education & Experience:

- Associate degree in communications, social sciences, or related fields
- Three to five years continuous, active Al-Anon membership required, with demonstrated 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 desired

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:

Email resume with cover letter to HumanRes@al-anon.org. Cover letter or resume should include the following information bulleted below; description attached.