

# Sacramento Fellowship of Narcotic Anonymous

## Task-Based Service Structure Guidelines

**OVERVIEW:** The Sacramento Fellowship of Narcotics Anonymous has elected to employ a task-based service structure, able to flexibly respond to the goals defined by our Area Service Committee. Our primary purpose—to carry the message to the addict who still suffers—provides the focus for all services and related tasks, which fall into three general categories:

- **Core Administrative Tasks** including financial management, literature, schedule, website, and publication/printing. The **ASC Chairperson** will coordinate and report on all *core administrative* tasks as part of his/her regular duties.
- **Fellowship/Internal Tasks** including newcomer workshops, new GSR orientation workshops, outreach, and activities of various types and duration. The **ASC Vice Chairperson** will coordinate and report all *fellowship/internal* tasks as part of his/her regular duties.
- **Public Relations (PR) / External Tasks** including helpline, various interactions with the public (schools, public service announcements, etc.), and providing H & I meetings in institutions. The **Public Relations Coordinator** will coordinate and report all *public relations/external tasks* as part of his/her regular duties.

**As Coordinators of the Core Administrative, Internal, or External tasks, the Chair, Vice Chair and PR Coordinator will:**

- Support the efforts of all task leaders within their area of responsibility.
- Mentor task leaders in NA service and leadership and communicate direction provided by the ASC.
- Provide written report communicating progress on tasks to the ASC.
- Bring concerns regarding task fulfillment to Admin Team for direction.

**QUALIFICATIONS FOR TASK LEADERS** : Any members interested in serving as a task leader should volunteer to the coordinator responsible for a particular set of tasks. Each task leader will also actively recruit members for various tasks using fliers, the website, and group announcements. All Task Leaders should have demonstrated a working knowledge of the Twelve Traditions and Twelve Concepts of NA Service and will present their NA service history to the ASC.

With concurrence from the administrative team, the Chair has the authority to assign short-term tasks to members who are willing and able. Leaders for substantial and/or ongoing tasks must be elected by the Sacramento Fellowship ASC; the candidate will be present for the election. He/she must commit to serving either until the assigned task is completed or until they have served for one year. Because some tasks are ongoing, a task leader can serve in their assigned capacity for up to two years, the Web-Servant is excluded due to specialize skills required, but needs annual ASC affirmation. The Admin Team can nominate and confirm members willing to take on short-term tasks.

Clean time requirements will vary depending on the task. Suggested clean time for task leaders is two years continuous clean time. Tasks which involve more than **\$75 of NA funds** require leaders with *a minimum of three years continuous clean time*.

### **General duties of all task/workgroup leaders:**

1. Fulfills tasks assigned by the ASC to further our primary purpose.
2. Reports progress and/or obstacles in fulfilling task-related duties and opportunities for member involvement to the ASC via the Coordinator.
3. Submits budgets to the ASC for approval **at least two months prior to needed funds**.
4. Recruits and appoints other members to the task/workgroup as necessary.
5. Channels all funds received to a designated ASC bank signer (Chair, Vice Chair, Admin Asst., Treasurer) immediately following any event that has generated funds.
6. Consults with NA literature for guidance in fulfilling task, including our *Guide to Local Services*, the *Public Relations Handbook*, and other guides on specific services when appropriate.
7. Operates within the principles of NA's Twelve Concepts and Twelve Traditions.
8. Leads new task/workgroups in developing standard operating procedures (SOP) or guidelines, if the task is ongoing (i.e. Phonline, H & I) or similar tasks will likely occur (i.e. an activity). These should be submitted in writing to the administrative committee, which will review prior to submission to the ASC for approval. A copy should be kept by the ASC Policy & Procedures Person. Task Leaders should also present any SOP/Guideline changes to the Admin Team and the ASC for approval.
9. Mentor other members to serve and lead.
10. Attends SacFNA ASC and Admin Team meeting every month.

### **Some Specific, Ongoing Tasks and the Duties of Their Leaders:**

#### **Core Administrative Tasks** (Coordinated and reported on by the ASC Chairperson)

##### **Finances:**

- Treasurer, *see Guidelines: Section 7, Article I, Item D.*, and
- Assistance Treasurer – *See Guidelines: Section 7, Article II, Item A.*

**Website: The Web-Servant** maintains a web site for the Sacramento Fellowship of Narcotics Anonymous in order to make information about our Area and about Narcotics Anonymous as a whole available to the public, to addicts who might need NA, and to our current members. Given the expertise required for this position, exceptions to the normal rotation of service may be made or a special worker may be hired to complete website tasks.

**The Web-Servant** will be called on to:

- Update our online meeting schedule.

- Upload ASC agenda packets and minutes.
- Post activities descriptions and upload approved fliers.
- Forward email inquiries to the appropriate trusted servant.

#### **Literature:**

- **Literature Coordinator**, *see Guidelines: Section 7, Article II, Item B.*, and
- **Assistant Literature Coordinator**, *see Guidelines: Section 7, Article II, Item C.*

#### **The Schedule Task Leader ...**

- Provides up-to-date information on meetings in the Greater Sacramento area including Davis, Woodland, suburban Sacramento, Folsom, and Roseville.
- Updates the schedule with all reported changes and direction from the ASC.
- Coordinates printing and distribution of printed schedules to the ASC, PR, and H&I.
- Publishes a digital "soft copy" of the schedule to be uploaded to the website and distribute via email.
- Sends updates to the Web-Servant and Phonenumber Task Leaders.
- Communicates with trusted servants on a monthly basis in adjacent local areas regarding meeting changes.
- Serves as a resource to groups regarding updates to the NA World Services database which populates the meeting search function at [www.na.org](http://www.na.org).
- Communicates with the administrative assistant, and other areas as appropriate. to provide meeting schedule changes,

#### **Fellowship/Internal Tasks** (Coordinated and reported on by the ASC Vice Chairperson)

**Outreach** serves as the outstretched hand of an established NA community as we reach out to isolated groups and addicts, particularly in large rural areas. By phone, by mail, and in person, they get isolated groups and addicts in touch with the mainstream of the NA fellowship. For more information and related tasks, refer to the *Outreach Handbook*.

#### **The Outreach Task Leader coordinates volunteers to...**

- Attend meetings requesting support.
- Assist struggling groups in establishing some of the practices of strong home groups upon request.
- Contact groups that have missed two consecutive ASC meetings to offer assistance and support.
- Assist new groups in registering at the ASC and with the World Service Office.
- Present outreach workshops at learning day events.
- Conduct quarterly trusted servants' workshops.
- Communicates and coordinates with the Vice Chair.

- Submits a monthly written report via SacFNA email to the Administrative Assistant with a copy to the Vice Chair.

**Unity Day Task Leaders** enhance our **unity** and leverage our ability to fulfill our primary purpose by providing recovery-oriented activities and/or fundraisers.

**The Unity Day Task Leader** will be called on to coordinate events which will require them to:

- Propose a budget and work within a budget approved by the ASC.
- Arrange to rent a facility.
- Arrange for insurance.
- Arrange for seller's permit, if needed.
- Recruit volunteers.
- Publicize the event.
- Maintain financial records.
- Organize and maintain records generated from events.
- Maintain event planning minutes.
- Promptly forward event flyers to Admin team for approval and posting to the Web.
- Communicates and coordinates with the Vice Chair.
- Submits written reports and budget updates via SacFNA email to the Administrative Assistant with a copy to the Vice Chair.

**Volunteer Task Leader** coordinates the gathering of members to fill out the SacFNA Volunteer Form for fulfillment of SacFNA service vacancies. The form data will be entered in a database on the SacFNA Website.

**The Volunteer Task Leader** will facilitate the following:

- Propose an annual budget and work within a budget approved by the ASC.
- Maintain and update a volunteer service pool database on the SacFNA Website.
- Will attend as many SacFNA and NCRSC events and activities as possible, in an effort to recruit new service volunteers.
- Attend NA meetings as requested by Area GSRs to educate members on the value of volunteering and available positions at the SacFNA Area.
- Communicates and coordinates with the Vice Chair.
- Submits a monthly written report via SacFNA email to the Administrative Assistant with a copy to the Vice Chair.

**Other Internal Tasks may include:**

- **Newcomer Workshops**
- **Service Learning Events**

- **Newsletter**

**Public Relations (PR)/External Tasks** (Coordinated and reported on by the Public Relations Coordinator)

**Public Relations (PR) Tasks** seek to inform addicts and others in the community of the availability of recovery in Narcotics Anonymous. For a detailed description of PR, see the *Guide to Local Service* and the *PR Handbook*.

**The PR Task Leaders** will be called on to coordinate specific tasks related to this goal which may include:

- Presenting on behalf of NA at public meetings for community members.
- Distributing public service announcements to local radio and television stations.
- Maintaining a Phonenumber for Narcotics Anonymous that coordinates volunteers to help addicts and others in the community find meetings easily and quickly.

**Hospitals & Institutions (H & I) Task Leader:** Directs local efforts to carry the NA message to addicts who often have no other access to meetings, including meetings provided for inmates in jails and prisons and for patients in addiction treatment centers and mental health facilities. For a detailed description of what H & I does, please see the *H & I Handbook*.

**The H & I Task Leader...**

- Responds to requests from correctional and treatment facilities.
- Cultivates or maintains key contacts within such facilities.
- Recruits and mentors H & I volunteers and coordinators for each facility.
- Manages the H & I budget and literature distribution.
- Coordinate inmate correspondence as per guidelines.
- Communicates and coordinates with the Public Relations Coordinator.
- Submits a monthly written report via SacFNA email to the Administrative Assistant with a copy to the Public Relations Coordinator.

**Phonenumber Task Leader:** The Phonenumber Task Leader serves as the single point of accountability for all Phonenumber needs and sees to the completion of all phonenumber-related tasks. The overall responsibility for coordination and all related tasks are ultimately the Leaders responsibility, however many tasks may be reasonably delegated to other responsible members with PR training.

**The Phonenumber Task Leader...**

- Recruit, train, and coordinate Phonenumber volunteers to ensure full coverage.
- Collect and analyze phone service logs to determine the effectiveness of phonenumber services. Suggest and implement plans to improve the service, including checking in with volunteers to insure their well-being when the volume of missed calls increases or adding additional volunteers to shifts with large volumes as needed.
- Maintain and verify a roster of active volunteers, updating information as volunteers join the effort or step away from a commitment.

- Ensures that phone line volunteers have the phone line guidelines pamphlet so they know what and what not to do.
- Inform the fellowship about the important role the Phonenumber plays through monthly reports submitted to the ASC through the PR Coordinator.
- Update audio recordings.
- Check how our number is listed in the various phonebooks and websites, updating as necessary.
- Communicates and coordinates with the Public Relations Coordinator.
- Submits a monthly written report via SacFNA email to the Administrative Assistant with a copy to the Public Relations Coordinator.

**Other External Tasks may include:**

- **Probation and Parole**
- **PACT Leader**
- **Postering**
- **Presentations to Schools and Public**
- **Hospital Literature Coordinator** -Literature to ER Waiting Rooms
- **Health and Community Fairs**
- **Presentations to Schools.**