

## The AIS Monitoring Coordinator - Calgary and Area

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### Summary:

The AIS Monitoring Coordinator for Calgary and Area ensures that Group Monitoring Representatives have the information they need to provide Big Sky Call Center with the names of volunteers who are willing to accept calls made to the Public Outreach Al-Anon telephone number for Calgary and Area.

Roles/Tasks	Time Requirement
Check the AIS monitoring email up to three times per day on week days. Time spend depends on if there is email requiring a response.	5 to 20 minutes daily
Send an email reminder to the Group Monitoring Rep and group rep of the next AFG to monitor. Timing of the reminder depends on the next AFGs' meeting day. Example: <ul style="list-style-type: none"> <li>• If the group meets Tuesday through Thursday, send the reminder on Monday morning</li> <li>• If the group meets on Friday through Monday, send the reminder on Friday morning</li> </ul>	10 minutes weekly
If Group Monitoring Rep does not confirm reminder received then contact the Rep by phone call and/or text (this is rare).	10 minutes
Send a Monitoring report, if there is one, to the AIS Newsletter Coordinator. Inform them if there is no report.	10 minutes per month
Attend AIS monthly meetings (currently 5 month schedule - February, April, June, September & November).	1 hour per month
Approve the Big Sky Call Center invoice.	1 minute per month
Update the Group Monitoring Rep contact list when notified of changes.	5 minutes
Update the monitoring information package.	30 minutes per year

### Skills required:

- Understanding of monitoring procedure and requirements for monitoring volunteers
- Knowledge of available information on the District website
- Sending/receiving email
- Working knowledge of Word

*\*An example of the role requirement for a Group Monitoring Volunteer is attached*

### **Monitoring Coordinator - AFG**

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## Summary:

The Monitoring Coordinator provides the Central Call Center with the names of individuals who are willing to accept calls made into to the Public Outreach Al-Anon telephone number for Calgary and Area.

## Roles/Tasks:

- Educate the SED about what monitoring is and the knowledge required.
- Review AIS monitoring schedule (provided in monthly AIS newsletter).
- Provide our SED al-anon family group with the dates we are responsible.
- Obtain a list of volunteers willing to be on call for our dates.
- Prepare and provide a list to the Big Sky Call Center on the Thursday before the group is on call. (Sent in via email.)
- Liaise with AIS Calgary Monitoring Coordinator to confirm coverage is complete for the period requested. (Copy on the email.)

## Time Requirement:

- One hour approximately 2 times per year.

## Skills:

- Knowledge of Monitoring information required for volunteers
- Knowledge of available information on the District Website
- Sending email

## Procedure:

The groups' list of volunteers, including their first name, telephone number and preference for text or call is to be managed as follows:

- **By NOON On the Friday before their week of monitoring**, the scheduled AFG will send their list of Monitors (phone numbers & "TEXT ONLY" or "CALL ONLY" preferences) to Big Sky at: [updates@bigskycallcenters.com](mailto:updates@bigskycallcenters.com), with CC to Tanya Verkerk ([tverkerk@bigskycallcenters.com](mailto:tverkerk@bigskycallcenters.com)) AND the AIS Monitoring Coordinator at [aiscalgarymonitoring@gmail.com](mailto:aiscalgarymonitoring@gmail.com)
- 3 to a maximum of 6 volunteers is sufficient to handle any calls that go out to our membership.