

BC/YUKON AREA GUIDELINE

Supporting the Success of AWSC Officers and Coordinators

Purpose of this guideline:

Effective service work is important for Area functioning and to fulfill Al-Anon's overall purpose to help friends and family members of alcoholics. Weak or non-existent Area service hampers the fulfillment of this purpose. Service involvement is encouraged for all Al-Anon members. There is presumption of goodwill for anyone accepting a service position, and a policy and attitude of goodwill in reviewing the work of others. A myriad of reasons could then exist as to why a position is not being effectively filled. Avoiding or ignoring the problem of non-performance of an Officer or Coordinator is not a healthy solution, and proactively addressing the issue can be a growth experience for all involved. Before any action or discussion of non-or-ineffective performance is undertaken, all Officers and Coordinators are entitled to a job description inclusive of reasonable expectations. Service members are encouraged to discuss the responsibilities of their position with the Chair, the Delegate, or other AWSC members. They are asked to communicate any challenges to the Chair and/or Delegate. For this guideline, AWSC (Area World Service Committee) consists of currently serving Officers and Coordinators.

Proactive process to include:

- Ensure current job descriptions are reviewed by each new applicant prior to accepting the position
- Resumes to be submitted to apply for positions
- Incoming service member to meet with the former service member holding that position who will pass along instructions, guidelines and answer any questions
- Applicants are strongly encouraged to have a Service Sponsor upon acceptance of position, possibly the previous person holding the position.
- Clear communication paths outlined in the job description to request reasonable assistance in the performance of duties
- By signing this form, the applicant agrees that the job description and expectations of the position are clearly outlined and agrees to perform the duties to the best of his/her ability.

Guidelines to implementing this leadership process:

- Presume Goodwill
- Identify what constitutes non-fulfillment of responsibilities
- Include an investigative process to verify complaints
- Identify the responsible Officers to work together to resolve the issue
- Find positive ways to approach the individual and offer help if applicable
- Be open to hearing all sides and allowing minority appeal if requested
- Keep in mind Warranty Four "that no Conference action ever be personally punitive or an incitement to public controversy"
- All discussions of personal matters are to be confidential

Initiating support for an AWSC member who may be struggling to meet expectations of the position:

Concern by any person about the performance of any Area Officer or Coordinator shall be directed to the Area Chairperson.

Concern about the performance of the Area Chairperson shall be directed to the Delegate.

Concerns could include but not be limited to:

- Any actions that negatively affect the functioning of the AWSC members
- Failure to attend AWSC and Assembly meetings without reasonable cause
- Failure to carry out the responsibilities outlined in their job description in a timely manner
- Allowing others to perform the duties of the position on a regular basis
- Failure to complete duties as outlined in the job description
- Malfeasance or misuse of funds
- Failure to attend registered Al-Anon meetings on a regular basis
- Failure to respond to communication requests in a timely manner
- Unable or unwilling to work cooperatively with AWSC members

LEADERSHIP PROCESS TO SUPPORT SUCCESS

Process 1

The Chairperson and the Delegate and/or the Alternate Delegate, if requested, will discuss the concerns about the job performance with the member in question, if, in their discretion, they deem it appropriate to do so. This step, at the discretion of the Chair and/or Delegate, will remind the service member of the duties of the position and to discuss the concerns expressed. This communication with the service member shall take place to determine the nature and the circumstances of the problem. It is very important to keep “principles above personalities” in all our endeavours, but specifically in this situation. Staying focused on the solution is most important. The goal is to mutually outline a solution and/or offer help for the service member if needed. Anonymity is of great importance at this time. It is hoped this will result in a satisfactory resolution within a designated time frame.

Process 2

If the concerns are not resolved in a satisfactory manner within the designated time frame, the Chairperson and the Delegate and/or the Alternate Delegate will confer as to what further action(s), if any, would be appropriate. This step may include a meeting with the service member or another conversation to develop a clearly defined action plan and timelines for completion. A service sponsor (officer/coordinator or previous O/C) may be assigned to provide direct support to the service member. The Chairperson and/or Delegate shall make every effort to work with the service member, if the service member is willing, to help him/her become a contributing member of the AWSC.

Process 3

If the Chairperson and the Delegate/Alternate Delegate deem that the service member can no longer serve in the capacity to which they have been entrusted then they have the latitude to offer an option to the member to withdraw from the position.

Process 4

If the member refuses to withdraw, the Chair and Delegate may bring the matter to the next Officers and Coordinators meeting to be discussed and possibly take a vote for action(s) selected. It is possible that a special meeting or conference call with the Officers and Coordinators could be held to address the concerns. The Chairperson shall lay out the facts, and after input and discussion with the Officers and Coordinators, a determination as to whether or not to replace that person will be made by majority of those present. The member may address the Officers and Coordinators if they feel the need. If that member is then removed from their position, the same procedure shall follow as if they had resigned. The Officers and Coordinators in this case shall have the right of decision (Concept 3).

Process 5

If an individual’s resignation is requested, it will be done in writing by the Area Chairperson, which communicates the group conscience of the Officers and Coordinators. If a resignation is not submitted, the Area Chairperson will send a registered letter to the individual, relieving them of their duties.

Attendance at Assembly and AWSCM are crucial in the performance of duties for officers and coordinators. In the event an Area Officer or Coordinator is absent from two Area meetings in a calendar year, without prior arrangement or reasonable cause, such as illness or a death, resignation shall be requested. The Area Officers are given latitude in determining the reasonable cause and will make every effort to support the member to be successful. The Area Chairperson acts on the recommendations of the AWSC if the member is unable or unwilling to perform the duties assigned. If there is a death or a resignation of an Area Officer, the AWSC has the jurisdiction to appoint a replacement until the next Assembly when GRs can vote for a person to complete the term. Coordinators are to be appointed by the Chairperson, in consultation with the Area Officers.

I have read the above document and agree to perform the duties of the position of _____ to the best of my ability. I will communicate with the Chair or Delegate any obstacles that may interfere with the performance of my duties. I understand that having a service sponsor will be helpful as I learn and grow through Al-Anon service.

Date _____

Name (print) _____ Signature _____

Reviewed with me by: (name) _____
(service position) _____

