

Fellowship Services Team Working Group Charter

An important component of the Northern California Region's service system is the role of the Fellowship Services Team (FST) as the single point of accountability for administering all Regional working groups. Our Fifth Concept for NA Service reminds us that, *"For each responsibility assigned to the service structure, a single point of decision and accountability should be clearly defined."* Having the FST as the one body that the Northern California Regional Service Committee (NCRSC) can hold directly accountable for the timely and effective completion of all Regional projects helps us to live up to the ideals of the Fifth Concept.

The Eighth Concept for NA Service states that, *"Our service structure depends on the integrity and effectiveness of our communications."* The spirit of the Eight Concept is positively reinforced when the FST communicates all working group reports and correspondence. This clear delineation of responsibility and accountability is paramount as working groups in our service system will be staffed with members who are not current elected trusted servants of the NCRSC. Additionally, having the FST assume the administrative burden of reporting frees working group members to focus their talents solely on fulfillment of each working group's defined mission.

Great responsibility comes with this *"... single point of decision and accountability..."*. The FST, as a practical matter, will invest in ensuring the success of all Regional working groups' efforts. In conjunction with the NCRSC Working Group Values, the following points characterize the FST's commitment to the success of Regional working groups:

1. **Clear Expectations:** The FST will clearly communicate their expectations for each working group's performance and expected outcomes. Working group members will be provided a clear understanding of the group's mission and context for the group's work as it fits in the NCRSC's overall purpose and strategy.
2. **Commitment:** Working group members will be committed to accomplishing the group mission and perceive their service with the group as valuable to NA as a whole. Members can feel excited and challenged by the opportunity to serve on the working group and that their work contributes toward NA's primary purpose.
3. **Confidence:** Each working group's members have the skills and capabilities to address the issues for which their group was formed. Members will be secure in the knowledge that the FST will provide the resources, strategies, and support needed to accomplish the working group's mission. The FST and the NCRSC will demonstrate consistency of purpose in supporting each working group with the necessary human and financial resources to complete their tasks.
4. **Communication:** In keeping with the spirit of the Eighth Concept for NA Service, the FST will report in writing to the NCRSC all developments related to the scope of each group's work, to help members understand the complete context for the group's existence and mission. Working groups will communicate to the FST the anticipated outcomes and timelines for accomplishing their tasks. The FST shall provide regular feedback and direction to help support the working groups.

5. **Coordination:** Each working group will be coordinated by a member of the FST, who will assist the working group to obtain what they need for success. Relationships and interactions between all working groups and the FST will be maintained by each working group's assigned FST Coordinator.
6. **Collaboration:** Working group members will cooperate on setting goals, solving problems, and improving their functioning to accomplish their tasks. In keeping with the NCRSC Working Group Values, members will have the freedom to bring diverse opinions to the table, without fear of reprisal, and will maintain an atmosphere of recovery by embracing conflict resolution, consensus-based decision-making, and decorum.
7. **Creative Innovation:** Working groups will always strive to value creative thinking, unique solutions, and new ideas by embracing a culture that supports members who take reasonable risks. The FST shall remain committed to providing a working group environment that stimulates new thinking about delivering NA services.
8. **Cultural Change:** The team-based culture of working groups represents a change from the hierarchical structure that has traditionally defined NA services. The FST remains committed to improving how we recognize, develop, and motivate NA members in providing services everywhere in our service system. The more we change our culture to one of teamwork, the more the fellowship will benefit from the work of the team.

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This Document may only be amended by 2/3rds vote of the NCRSC