



SOLDIER AND FAMILY READINESS GROUP

Volunteer Training



Position Description Examples

Soldier and Family Readiness Group (SFRG) Integrated Communication Network Volunteer

POSITION DESCRIPTION

Purpose: Ensure contact is made to assigned Family Members (as requested by Soldier/Family).

Major Responsibilities

1. Prepares unit communication and outreach from the SFRG Family Data Sheets and/or Unit designation.
2. Recruits and trains ICN points of contact (POC).
3. Assigns POCs with a maximum of 10 people to contact.
4. Coordinates regularly with SFRG Advisor, CFRR and Outreach chairpersons, and updates communication roster.
5. Supervises testing of the ICN. Recommended one time per year, or monthly while deployed
6. Activates ICN upon designation by Commander.
7. Communicates important information to POCs.
8. Fields calls from POCs with questions or reports of incidents
9. Reports any incidents/issues to Commander/SFRG Advisor/Command Team.
10. Reviews POC phone logs, reports, volunteer time logs, etc.
11. Prepares reports and submits to Commander/SFRG Advisor.
12. Maintains confidentiality, and discourages rumors and gossip
13. Keeps log of calls received, made, and their results

Time Required: Approximately 2 days per month.

Qualifications & Special Skills

Willingness to develop a working knowledge of the Unit's Soldier & Family Readiness Plan and SOP. Interest or experience in the SFRG program. Good communication skills. Care and empathy for others and the ability to remain calm under stressful situations.

Orientation and Training

Unit Orientation. Completion of appropriate or designated training

Online training through the Army Family Programs web Portal

- AFTB Levels 1-3
- Operation Ready Training

Supervision:

1. The Commander or SFRG Advisor supervises the ICN Coordinator. The CFRR will help in coordinating routine actions and unit support.
2. The ICN Coordinator supervises the POC's (Points of Contact).

Soldier and Family Readiness Group (SFRG) Family Outreach Volunteer

POSITION DESCRIPTION

Family members' first impression of the Army can have a lasting impact on their support of the Army and their soldiers' military careers. As with newly assigned soldiers, family members also benefit from orientation to the unit. Acquaint new families with the unit's mission and the activities of the SFRG. It is critical that every effort be made to ensure that both soldiers and their families receive a warm welcome. Family outreach demonstrates the unit and SFRG's support of and commitment to families.

Position Objective: Welcome new members and Families. Organize and maintain a communication link between the Soldier & Family Readiness Group (SFRG) and new family members of the unit.

Major Responsibilities or Job Description:

1. Coordinate with SFRG Advisor (or as requested by the Commander or SFRG Advisor- directly with the CFRR) to obtain the names and phone numbers of newly assigned personnel and makes contact.
2. Provide Welcome Packet Information to new Families. Welcome each new family with a phone call, and invite the Family to make a visit to the Unit for a newcomer orientation. Invite family members to participate in SFRG activities, and find out how the SFRG can best serve their needs.
3. Make wellness call to Families of new Soldiers during Basic and AIT. Welcome each new family with a phone call, and invite the family to make a visit to the Unit for a newcomer orientation. Invite family members to participate in SFRG activities, and find out how the SFRG can best serve their needs.
4. Follow up with the SFRG Advisor on any new Families, and notify of any particular family problems needs that are identified through conversation with the new Family that the SFRG can offer assistance with. Assist the SFRG Advisor in finding resources to resolve the issue or potential problem.
5. Provide new family member information (including newly married spouses) to the SFRG Advisor for input into the database and appropriate updates for the ICN- Integrated Communication Network. (Email/Telephone Tree and newsletter mailing list).

Time Required: Approximately 2 days per month.

Qualifications and Special Skills:

- Leadership skills and a willingness to develop a working knowledge of the Soldier & Family Readiness Program
- Willingness to develop a working knowledge of the Unit's Family Readiness Plan and SOP.
- Interest or experience in the SFRG program.
- Good communication skills
- Ability to work and function with confidential information and data.

Recommended Training:

- Attend Soldier & Family Readiness training and briefings to remain current on issues.
- Online training through the Army Family Programs web Portal
- AFTB Levels 1-3

Supervisor:

1. The FRG Leader supervises the Sponsorship/Welcome Coordinator. (The FRL will help in coordinating routine actions and Unit Support.)
2. The Sponsorship/Welcome Coordinator has no supervisory responsibilities unless additional FRG members volunteer to assist.

Soldier and Family Readiness Group (SFRG) Command Family Readiness Representative (CFRR)

POSITION DESCRIPTION

Position Objective: Serves as the Unit Commander's (CDR) designated representative to the Soldier and Family Readiness Group (SFRG). The Command Family Readiness Representative (CFRR) serves as a communication link between the CDR, Family Readiness Support Assistant (FRSA) and SFRG. An alternate CFRR can perform the duties outlined in the primary CFRR's absence.

Major Responsibilities or Job Description:

1. Assist the commander in maintaining an active SFRG.
2. Provide support that communicates command caring and concern for the wellness of each Soldier and their Families.
3. Assist the SFRG/FRSA in establishing a functional Telephone/E-mail Chain as directed by the CDRs communication plan.
4. Coordinate with the SFRG Leader regarding proposed activities and review the results of previous activities.
5. Attend SFRG meetings.
6. Gather feedback and information from the SFRG/FRSA and provide an opportunity for ongoing open communication between the SFRG, FRSA and the CDR.
7. Serve as the primary advisor to the SFRG/FRSA on all military matters.
8. Coordinate required support from the unit.
9. Provide Family contact information to the SFRG & FRSA for Soldiers on extended tours of duty.
10. Furnish information from the commander for the SFRG newsletter/web page. Ensure that information is consistent with Privacy Act and Copyright Laws. Review the SFRG newsletter/web page for proper content and obtain CMD approval prior to publishing/posting, or as directed.
11. Ensure official volunteer service records are provided to the servicing FRSA.
12. Recommend and draft award nominations for volunteers in support of the SFRG.
13. Acquire and approve use of government property for official SFRG use.

14. Assist in obtaining information on newly assigned Soldiers for the SFRG communication.
15. Does NOT handle SFRG generated funds or approve expenditures of the SFRG Informal Fund account.

Time Required: Approximately 2 days per month.

Qualifications and Special Skills:

- Must be an officer or noncommissioned officer (NCO) knowledgeable of the unit Family Readiness Plan.
- Possess effective communication, interpersonal and leadership skills.
- Recommend an interested individual that can effectively succeed in this position as an additional duty.

Recommended Training:

- Attend Soldier & Family Readiness training and briefings to remain current on issues.
- Online training through the Army Family Programs web Portal
- AFTB Levels 1-3

Supervisor:

1. This position reports directly to the Commander.

Soldier and Family Readiness Group (SFRG)

SFRG Volunteer Advisor/Coordinator

POSITION DESCRIPTION

Position Objective: Work with direction from the Unit Commander (CDR) and in concert with the Command Family Readiness Representative (CFRR) to maintain the SFRG and manage the SFRG's volunteers as part of the unit's Soldier Family Readiness Plan. ·

Major Responsibilities or Job Description:

1. Oversee general operation of the SFRG and its activities. To include: Monitor timelines and inquire about the progress being made with planning and executing the group's goals. Conduct volunteer or steering committee meetings as needed to help ensure communication and coordination in accomplishing FRG activities.
2. Facilitate meetings. Facilitate the meeting and ensure that discussions stay on track. Encourage all attendees to participate. All members should be encouraged to express themselves.
3. Act as spokesperson for the SFRG. This includes having an awareness of how the group feels on a particular issue. As problems and issues arise, inform the CDR or CFRR. Keep them informed of what the SFRG is planning and the results of what has been done.
4. Assist in providing unit orientation and conduct informal interviews for new volunteers.
5. Work with the CFRR on awards and recognition.

Time Required: Approximately 16-24 hours per month and attendance at designated Soldier and Family Readiness Program Training Opportunities.

Qualifications and Special Skills:

- Leadership skills and a willingness to develop a working knowledge of the Soldier and Family Readiness Program.
- High level of initiative and follow up with minimal supervision.
- Good communication skills.
- Team player able to maintain appropriate relationships and provide accurate assessments and feedback.
- Ability to work and function with confidential information and data.
- Interest or experience in the SFRG program and Soldier Family Readiness Plan
- Well organized and high attention to detail.

Recommended Training:

- Attend Soldier & Family Readiness training and briefings to remain current on issues.

- Online training through the Army Family Programs web Portal
- AFTB Levels 1-3

Supervisor:

1. The Unit CDR supervises the SFRG-A. The appointed CFRR will normally act as the commander's representative for coordinating routine actions and unit support.
2. The SFRG Advisor supervises the SFRG key volunteers as depicted in the SFRG Organizational Chart, and ensures recognition of them.

Soldier and Family Readiness Group (SFRG)

SFRG Informal Funds Custodian/Alternate

POSITION DESCRIPTION

Position Objective: To act as the fiscal record keeper and financial adviser to the Soldier and Family Readiness Group (SFRG). Serves as the custodian for the SFRG informal fund.

Major Responsibilities or Job Description:

1. Maintain budget, funds, and expenditure records. Open a bank account in the name of the FRG with the unit's mailing address using an Employer Identification Number (EIN) obtained by completing Form SS-4 (Application for Employer Identification Number) through the Internal Revenue Service (IRS), <http://www.irs.gov>. Responsible for all of the deposits and writing of checks. A working budget should be prepared.
2. Maintain records of donated money, services, and assets (e.g., equipment). Keep accurate records of donations of money, valued services or property donated to the SFRG. Records should be kept showing who gave it, what it was, its value, date it was donated and the donor's address and phone number. These records should be maintained for a 3-year period.
3. Report on finances. Be prepared to report to the SFRG at each meeting on the current financial status of the group. This should be a short financial statement reporting income, expenses and the financial balance. The financial records will be made available at SFRG meetings. A summary can also be placed on the unit's SFRG bulletin board.
4. SFRG Informal Fund Report. Provide the commander with an annual financial statement. An informal fund audit is also required when a change of command or change of custodian occurs. CDR's may request an audit of a unit informal fund at their discretion. Provide a copy of the annual report to the servicing Family Programs Office.
5. Adhere to all applicable Army, DOD, state/local regulations and policies regarding fundraising, accounting and spending.

Time Required: Approximately 1 day per month and consider attendance at a Soldier and Family Readiness Program Training.

Qualifications and Special Skills:

- Willingness to develop a working knowledge of the unit's Soldier and Family Readiness Plan and Unit SFRG Operating Guidelines.
- Ability to manage funds.
- High level of initiative and follow up with minimal supervision.
- Ability to work and function with confidential information and data.
- Well organized and high attention to detail.

Recommended Training:

- Attend Soldier & Family Readiness Informal Funds Custodian training and briefings to remain current on issues.
- Online training through the Army Family Programs web Portal
- AFTB Levels 1-3

Supervisor:

1. The Unit CDR supervises the Informal Funds Custodian and Alternate. The appointed CFRR will normally act as the commander's representative for coordinating routine actions and unit support.
2. This position has no supervisory responsibilities unless additional SFRG members volunteer to assist.

Soldier and Family Readiness Group (SFRG) Command Volunteer Advisor (CVA)

POSITION DESCRIPTION

Purpose: Act as an advocate and spokesperson for the Commander's Soldier and Family Readiness Program. Assist in empowering Soldiers and Families within the Unit, SFRG Program and Command Volunteer Advisor Team.

Major Responsibilities

1. Work with other volunteers as a coach, mentor and resource.
2. (Geographic, Unit Based or as directed to include: new incoming CVAs, SFRG Volunteers, SFRG Leaders, etc.)
3. Advocate for Soldier & Family Readiness program
4. (Command Team, Community, and Soldier & Family Readiness Group.)
5. Attend and Participate in Army and/or Yellow Ribbon training to acquire knowledge of Programs and Services and advocate for the Programs.
6. Work with and support subordinate Units to advocate for Army and the SFRG Program.
7. May work with other geographical Units as requested by the Regional FPD or FP.
8. Interact with Military and Civilian Community Partners, as schedule permits
9. Assist with Army initiatives, as schedule permits
10. Communicate training opportunities to Soldiers, Families and SFRG Volunteers
11. Act as a spokesperson on behalf of the unit if requested
12. Promote, encourage and support regulatory compliance and best practices with Soldier & Family Readiness Groups
13. Facilitate and assist with training as needed or requested.
14. Encourage Family members to engage with Command's Soldier and Family Readiness Program
15. Advise Commander on issues affecting Soldier and Family Readiness.
16. Prepare After Action Report (AAR) as appropriate.

Time Required: 5-20 hours per month as available for 2 years. (May be extended without further appointment.)

Qualifications & Special Skills

- Willingness to develop a working knowledge of the Unit's Soldier & Family Readiness Plan and SOP.
- Interest or experience in the SFRG program.
- Good communication skills.
- Care and empathy for others and the ability to be remain calm under stressful situations.

Orientation and Training

- CVA training. (Additional Family Programs Training as available.)

Supervision:

1. Appointing Commander is the supervisor of the CVA position.

DEPARTMENT OF THE ARMY
[UNIT NAME]
[UNIT ADDRESS]

[Date]

MEMORANDUM FOR RECORD

SUBJECT: Acknowledgement of ICN (Integrated Communication Network) Coordinator
[Unit Name], Soldier & Family Readiness Group

I acknowledge _____ [Insert Name] _____ has agreed to serve as the Soldier & Family Readiness Group Phone Tree Coordinator for a period of 1 year unless sooner revoked or suspended.

This individual has received a copy of this acknowledgement letter with attached job description and has signed a DD2793 (Volunteer Agreement for Appropriated and Non-Appropriated Funds). Activities will be conducted in accordance to Army Regulations governing the same.

I appreciate your willingness to improve the morale and enhance the readiness and well-being of our Soldiers and their Families.

[Name]
[Rank, Unit]
Commanding

DISTRIBUTION:
Unit CFRR
BN CFRR
SFRG Continuity Binder
[Unit Higher Command]

DEPARTMENT OF THE ARMY
[UNIT NAME]
[UNIT ADDRESS]

[Date]

MEMORANDUM FOR RECORD

SUBJECT: Acknowledgement of Family Outreach Coordinator
[Unit Name], Soldier & Family Readiness Group

I acknowledge that _____ has agreed to serve as the Family Outreach Coordinator for a period of 1 year unless sooner revoked or suspended. This individual has received a copy of this acknowledgement letter with attached job description and has signed a DD2793 (Volunteer Agreement for Appropriated and Non-Appropriated Funds). Activities will be conducted in accordance to Army Regulations governing the same.

I appreciate your willingness to improve the morale and enhance the readiness and well-being of our Soldiers and their Families.

[Name]
[Rank, Unit]
Commanding

DISTRIBUTION:
Unit CFRR
BN CFRR
SFRG Continuity Binder
[Unit Higher Command]

DEPARTMENT OF THE ARMY
[UNIT NAME]
[UNIT ADDRESS]

[Date]

MEMORANDUM FOR RECORD

SUBJECT: Approval and Organization of the [Insert Unit Name] Soldier and Family Readiness Group.

Approval is hereby given to the [Insert Unit Name] Soldier and Family Readiness Group to operate and function as a part of my staff to provide support to the Soldiers and Families of the [Insert Unit Name].

_____ is appointed as the Command Family Readiness Representative (CFRR) for the unit and will be my representative to provide assistance and coordination to the Soldier and Family Readiness Group.

_____ will serve as the Advisor to the Soldier and Family Readiness Group.

_____ will serve as Informal Funds Custodian and

_____ alternate Informal Funds Custodian.

The individuals have received a copy of this acknowledgement letter with attached job descriptions. Activities will be conducted in accordance to Army Guidance.

Should the need arise, my door is always open to the Soldier and Family Readiness Group Leader and I assure you the unit will provide all the support it can.

[Name]
[Rank, UNIT]
Commanding

DISTRIBUTION:
Unit CFRR
BN SFRG Advisor BN-CFRR
[Unit, Command]
[Unit, Regional FP Office]
SFRG Continuity Binder

DEPARTMENT OF THE ARMY

[Unit Name]

[UNIT ADDRESS]

[Date]

MEMORANDUM FOR RECORD

SUBJECT: Appointment of [Unit Name], Command Volunteer Advisor

I acknowledge that _____ has agreed to serve as the [Unit Name] Command Volunteer Advisor (CVA) for a period of 2 years unless sooner revoked, suspended or extended. Extension within the CVA program may be done without further appointment.

This individual has received a copy of this acknowledgement letter with attached job description and has signed a DD2793 (Volunteer Agreement for Appropriated and Non-Appropriated Funds).

I appreciate your willingness to improve the morale and enhance the readiness and well-being of our Soldiers and their Families.

Point of contact for this memorandum is:

[Name]
[Rank, Unit]
Commanding

DISTRIBUTION:

BN-CFRR

Unit Administrator

[Unit] Command

[Unit] Regional FP Office

SFRG Continuity Binder