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|  | **DEPARTMENT OF THE ARMY**  UNIT  1577 ellis street, building 1201 Fort carson, colorado 80913-7155 |
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OFFICE SYMBOL Date

MEMORANDUM FOR RECORD

SUBJECT: CFRR Initial Counseling

1. **Command Family Readiness Representative (CFRR) Duty description:**

Position Objective: Soldier assigned the additional duty as the commander’s representative to provide support for the Total Army Family Program per Army Regulation 600-20, Army Command Policy, to support quality of life, Family readiness, and retention and meet the Army’s obligation to Soldiers, civilian employees, and their Families by ensuring effective Family assistance and support. The CFRR serves as a communication link between the Families, Soldier Family Readiness Group (SFRG) and its leaders, and the commander by providing administrative support for the SFRG as well as providing guidance, technical assistance, and community resource expertise and referrals for all aspects of Family readiness. The CFRR works directly for the commander and may have additional responsibilities and duties assigned by the commander, in addition to maintaining Military Occupational Specialty (MOS) skills. As the Battalion Command Family Readiness Representative for a 683-Soldier MTOE engineer battalion consisting of seven companies. The CFRR plans, develops, and operates the Battalion Commander's community activities support systems. Serves as staff advisor to the command group. Plans, develops, and implements procedures and systems to provide community support services to Soldiers, Family members and civilian employees. Plans and directs community activities and services to include school sponsorship programs, community outreach programs, and support the Family Readiness Groups of all subordinate Companies. Serves additional duty as Unit Public Affairs Representative.

1. The unit CFRR shall be an officer or noncommissioned officer (NCO) in the rank of sergeant or above with at least 12 months of assignment remaining as of the date of appointment. The CFRR shall not deploy or be scheduled for deployment and may be the Soldier pre-designated as the rear detachment commander or NCO.
2. The Service Member selected for the CFRR position must possess effective communication skills, interpersonal tact, and leadership skills to maintain close working relationships with unit leadership and Family members. The CFRR should not have additional duties such as Better Opportunity for Single Soldiers, Command Finance Specialist/ Family Advocacy Specialist, Equal Opportunity, or Safety. Understand unit mission and be knowledgeable of unit Family readiness plans and activities.
3. Time required may be up to 40 hours per week depending on the activity level of the SFRG and the unit’s phase in the Army Forces Generation Cycle; commander must permit CFRR sufficient time in duty day to maintain MOS skills and requirements. CFRRs will serve a minimum of one year in this position.
4. The unit CFRR (primary & alternate) is an additional duty designated in writing by the company level commander as his/her assistant regarding personnel readiness and SFRG representative. The unit CFRR ensures the free flow of information regarding Soldier and Family readiness to and from the unit SFRG, company leadership, SCFRR, steering committees, and the brigade and battalion command teams. The unit CFRR assists the commander in maintaining a sufficient pool of volunteers dedicated to supporting the needs of the units SFRG Program. The CFRR does not supervise the SFRG advisors. However, the CFRR may supervise, at the discretion of the unit commander, all other personnel associated with the SFRG.
5. **Roles and responsibilities:**

All of our efforts and work directly support two objectives: Meeting the Battalion Commander’s Intent & Supporting the Company Commanders. If an obstacle presents itself that you can not overcome and solve yourself, bring it to my attention with your well-thought out recommendation. Overall, our staff will properly support, resource, and provide guidance to the companies as they train to execute their individual and collective tasks. You are responsible for managing and providing support for all units operating under the command and control of our battalion. A CFRR must be a proactive, forward-thinker who takes initiative to move the BN in a positive direction. Do not wait to be told what to do. If you need guidance, come see me.

Additional roles and responsibilities include:

1. Serve as the commander’s representative to the SFRG. Track all personnel readiness and SFRG related issues. The CFRR provides timely information and advice to the command team concerning Soldier and Family readiness issues and shares relevant information with the senior advisors, steering committees, fellow CFRRs, Family members, and others as appropriate.
2. Provide support communicating command-level care and concern for the well-being of Soldiers, civilian employees, and their Families.
3. Prepare and maintain SFRG rosters, telephone trees, and email distribution lists. Obtain Personnel Accountability Report (AAA-162) from S-1 and compare with SFRG rosters, telephone trees, and email distribution lists to ensure departing and arriving Families are added or deleted accordingly. Ensure privacy and confidentiality of all Soldier and Family member data/ information.
4. In process new Soldiers and civilian employees to assist the SFRG timely obtain contact information on newly assigned Soldiers and civilians in order to welcome their Family members to the SFRG. May make initial telephone and email contact to verify Family member contact information.
5. Provide clerical support for the Family Readiness Program to include: typing, updating, and editing Family Readiness Standard Operating Procedures (SOPs), Family Readiness Group Informal Fund SOP, CARE Team SOPs, SFRG volunteer job descriptions, volunteer appointment orders, SFRG informal fund annual report, award nominations, memorandums, newsletters, calendars, etc.
6. Maintain copies of SFRG informal fund records (e.g., Fund Custodian notebook) and SFRG continuity books.
7. Coordinate Family readiness training for commanders, volunteers, and Family members.
8. Request and coordinate for briefings, trainings, guest speakers, locations/ venues, and childcare to support the Family readiness program to include SFRG meetings; pre deployment, redeployment/ reunion, post deployment briefings; etc.
9. Serve as Organization Point of Contact (OPOC) for SFRG volunteers in the Volunteer Management Information System (VMIS). Prepare and maintain volunteer files on all SFRG volunteers to include any original, signed job description; Department of Defense Form 2793, Volunteer Service Record; Department of the Army Form 4162, Volunteer Agreement; copies of all training certificates; and copies of awards presented by the unit or installation. Ensure all SFRG volunteers are registered in VMIS. Accept volunteer applications in VMIS following commander’s approval of volunteer. Ensure volunteers submit SFRG volunteer hours NLT the last week of each month on a Friday by COB. Approve SFRG volunteer hours submitted in VMIS NLT the first week of the new month. Close out volunteer SFRG positions in VMIS and provide hard copy of volunteer file to the volunteer when the volunteer separates from volunteering with the SFRG.
10. Serve as administrator or assistant administrator for unit and/ or SFRG Facebook pages or Websites upon of Department of the prescribed training. Upload unit, SFRG, community information, and photos to the Facebook pages or websites.
11. Assist commander and SFRG with BDE/DIV ICIs/SAVs.
12. Attend Battalion steering committee meetings with commander.
13. Attend monthly Community Information Exchange meetings held the third Wednesday of each month and provide information presented to Family members.
14. Gather and consolidate any Family member issues identified by SFRG team and elevate up the chain of command.
15. Obtain feedback and information from the SFRG and provide an opportunity for ongoing open communication between the SFRG and commander.
16. Distribute available training opportunities and community resources/ event information through unit phone trees or distribution.
17. Refer Family members with concerns to the applicable community and or military resource.
18. Ensure a highly functioning unit volunteer pool through recruitment, tracking of volunteers, their hours, ensuring awards are timely, and ensuring all volunteer information is properly documented on time in the Volunteer Management Information System or the current Army designated system.
19. Establish relationships with community service providers, both on and off post, in order to provide information and referral assistance to all personnel associated with the unit.
20. Provide mentorship and guidance to SFRG members. Additionally, provide logistical support to the SFRG and ensure the SFRG’s administrative requirements are met. Ensure the SFRG has new arrival, departure, and appropriate deployment information while strictly adhering to operational security guidelines.
21. Ensure volunteers have the appropriate space and equipment to perform their duties.
22. Monitor unit social media sites for operations security and personnel security issues.
23. Understand and support the commander’s personnel readiness goals.
24. Support other CFRRs to meet unit administrative requirements for the collection, reporting, and/or dissemination of data.

**3. Prohibited Duties**:

1. Engage in SFRG fundraising, or handling SFRG informal fund in any manner.
2. Conduct SFRG informal fund audits.
3. Participate in casualty notification, assistance, or response; provide direct support to affected Families, or become personally involved with CARE Teams (CARE Team coordination, facilitation of training for volunteers, and volunteer roster maintenance is permissible).
4. Duplicate duties of an SFRG volunteer.
5. Duplicate services provided by existing resources in the military community (e.g., providing or conducting training currently provided by Army Community Service [ACS], Chaplain, Army Substance Abuse Program, etc.).
6. Engage in planning of social functions, create social rosters, or create social invitations.
7. Maintain personal calendars for commanders, spouses, or volunteers.

**4. Information flow:**

Ensure timely and accurate information flows between staff sections and to the CO HQs. Y**ou are overall in charge of SFRG related events are updated on the LRTC and CMD Group Calendars.** Inform the S3, XO, OPS SGM, CSM, and BN CDR of significant events/CCIR/SIR.

Soldier: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Counselor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_