

FAMILY READINESS GROUP VOLUNTEER JOB DESCRIPTION

POSITION TITLE: **Phonetree Point of Contact (POC)**

RESPONSIBLE TO: Phonetree Chairperson or FRG Leader

PURPOSE: Gather and disseminate information

JOB DESCRIPTION:

- # Calls each of the assigned families on their POC phonetree branch; reports any discrepancies in the information on the list
- # Passes important information to assigned families
- # Telephones spouses occasionally when troops are in garrison and twice monthly during deployments
- # Annotates the phonetree with any changes, and informs the phonetree chairperson or FRG leader
- # Fields calls from assigned families, and answers questions or directs callers to appropriate resources; provides accurate, timely information
- # Fields emergency calls and assists the families involved
- # Welcomes new families assigned to the POC's phonetree branch
- # Maintains confidentiality, discourages gossip, and dispels rumors
- # Reports serious matters to phonetree chairperson or FRG leader
- # Keeps a careful log of calls received, made, and their results

TIME REQUIRED: Two to six hours per week; six-month commitment

QUALIFICATIONS & SPECIAL SKILLS:

- # Good telephone/communication skills
- # Knowledge of community resources and crisis intervention
- # Concern and empathy for others; calm under stress

RECOMMENDED TRAINING:

- # Operation READY courses
- # AFTB Levels I-III
- # Attend Family Program Academy (Guard and Reserve)
- # Similar courses and/or past experience