FRG Volunteer Job Description

POSITION TITLE: **Key Caller (a.k.a. Phone-Tree/Email POC)**

SUPERVISOR: FRG Leader

OBJECTIVE: Support approximately 6-8 families in the company by checking with them on a regular basis and disseminating information.

DESCRIPTION OF DUTIES:

- Talk to assigned spouses on a regular basis; at least once a month during deployment These contacts can be made over the phone or via e-mail
- Pass important information to assigned families
- Report any discrepancies in the information on the list to the FRGL
- Document contact made with family members to include name, time, problem, referrals made and follow-up
- Make personal contact with new people in their support branch to explain the key caller's role, answer any questions about the FRG and make them feel welcome
- Report serious matters to FRGL
- Help recruit volunteers as needed
- Pass messages down to each member of the support branch. Notify FRG Leader if unable to contact a family member, after several attempts
- Maintain confidentiality, discourage gossip, and dispel rumors
- Record and submit volunteer hours at Joint Services Support website

TIME REQUIRED: 1 to 3 hours weekly

QUALIFICATIONS: A friendly and caring attitude, good telephone skills, calm under stress, understanding and enthusiasm for the FRG program.

TRAINING: Provided by the FRG Leader and/or FRSA

POSITION'S TERMS: 1-year commitment

I agree to abide by this job description and to have my phone number published for use by the Family Readiness Group of _____.

Name: _____

Print Name

_____ _____

Signature Date