AIR FORCE STANDARD CORE PERSONNEL DOCUMENT (SCPD)

ORGANIZATION:		SCPD NUMBER:	9GP66
SUPV LEVEL CODE:	8	COMP LEVEL CODE:	QO3F
TARGET GRADE:	11	FLSA:	Non-Exempt
DRUG TEST:	See Notes to Users	CAREER FIELD ID:	U
SENSITIVITY:		CENTRALLY MANAGED TYPE:	See Notes to Users
EMERGENCY ESS:	See Notes to Users	BUS:	
KEY POSITION:	See Notes to Users	POSITION HIST:	New Position
MISSION ESSENTIAL:	See Notes to Users		

CLASSIFICATION: Family Support Specialist (EFMP), GS-0101(99)-11
DUTY TITLE: Exceptional Family Member Program – Family Support Navigator

ORG & FUNC CODE: SRY Services

PPP OPTION CODE: EFM Exceptional Family Member Program

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CLASSIFICATION CERTIFICATION: I certify that this position has been classified/graded as required by law, policies, and instructions by the President, Congress, U.S. Office of Personnel Management, Department of Defense, and other authority. CPD adequately and accurately reflects the local work situation to meet classification, staffing, and performance management purposes.

CLASSIFIER SIGNATURE DATE

SUPERVISOR'S CERTIFICATION: I certify that this SCPD is an accurate statement of the major duties, knowledges, skills, and abilities, responsibilities and physical requirements of this position and its organizational relationships. The position is necessary to carry out government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds and those false or misleading statements may constitute violations of such statutes or their implementing regulations.

SUPERVISOR SIGNATURE DATE

PURPOSE OF POSITION AND ORGANIZATIONAL LOCATION:

The primary purpose of this position is: Plans, updates, implements, and administers the installation family support portion of the Exceptional Family Member Program (EFMP) in coordination with the EFMP-Family Support (EFMP-FS) Coordinator and EFMP Integrated Installation Support stakeholders with the Navigator serving as the lead for community outreach. Supports military personnel (and civilians with a DoD Identification Card) and their families who have physical, developmental, emotional, or intellectual impairments/disabilities, in managing the competing demands of the military mission and family. Assigned functions of the position include, but are not limited to, the development and modification of a variety of outreach and educational activities, intake, identification, assessment, services plans development, home visits, unit visits, off site location visits, information and referrals, follow-ups, warm hand-offs, advocacy, and/or monitoring of outcomes and collaboration with military and civilian communities. FS Navigators partner with FS Coordinators to meet the full spectrum of support for families in all environments through non-clinical case management.

The organizational location of this position is:

ORGANIZATIONAL GOALS OR OBJECTIVES: To assist families and leadership in managing the competing demands of the military mission and family. Provides local, state, and federal information; guidance; and services to support military and other personnel and their family members with special needs through conduct of the EFMP, improves family coping skills by fostering competencies, and offers support and assistance. Identifies gaps in service, and advocates for available services on the installation and in the community and partners with providers and local stakeholders to meet the needs of EFMP families.

DUTY 1: 40% Critical

Provides on-site, direct customer service at the squadron level, via satellite or embedded Military and Family Readiness Center (M&FRC) offices; serves as the EFMP consultant for unit consultations. Carries out the family support portion of the installation EFMP in coordination with the EFMP-FS Coordinator, independently performing a variety of complex assignments involving identifying family needs, assessing the availability of assistance locally, identifying gaps in available services, providing tailored information, and coordinating, developing, advocating, and obtaining a variety of community resources and services for military personnel (and civilians with a DoD Identification card) with family members who present with a wide range of physical, developmental, emotional, educational and/or intellectual challenges/limitations to include children and adults. Conducts home or off site location visits upon request and/or as required to meet the family's needs. Serves as a core stakeholder of the EFMP Integrated Installation Support meeting; chairs the meeting in the absence of the EFMP-FS Coordinator. Provides leadership consulations to determine information and assistance to effectively address individual and family concerns; provides consultations on resources and services that address issues identified by the Community Action Team (CAT) to help resolve EFMP concerns. Meets and accompanies family members at off site locations (as appropriate) to attend meetings for moral support as it relates to EFMP matters. Provides in-person support to help resolve high stress EFMP issues families may experience. Educates, builds confidence, promotes resiliency, fosters improved relationships and empowers families in EFMP and family related situations. Engages with families upon notification of outbound assignments, inbound moves, new EFMP enrollment, and deployments to offer support and sustainment services. Engages closely with Geographically Separated Unit personnel. Interviews EFMP families to assess needs/requirements and determines appropriate course of action (i.e., services plan, referral resources, warm hand-offs). In collaboration with the family, tailors a comprehensive services plan based on the circumstance and individual needs of each family. Maintains continuous communication with family through the service delivery process to track needs and outcomes. Leverages integrated and coordinated community support infrastructure to improve services and coordination for EFM. Works closely with all EFMP Integrated Installation Support stakeholders, to include special needs coordinator, school liaison, Assignments personnel, legal staff, and on and off-base local, state and federal community resource agencies and other stakeholders on support availability, access of services, and resources to sustain families. Prepares reports, briefings, correspondence, metrics and/or other documentation types in various formats as required. Designs, manages, develops, and implements procedures to monitor, analyze and document service effectiveness. Forges bonds and adopts the norms and culture of each squadron as a way to blend in and belong. Establishes and maintains a case record in the identified DAF customer management system (e.g., AFFIRST, MyVector) for each assigned EFMP family; all EFMP services are documented in the system of records including informal contacts,

formal contacts, information and referrals, coordination and outreach, leadership consultations, classes, briefings, educational activities, support meetings, one-on-one service, family meetings, and Squadron visits, etc..

KSA: 1, 2, 3, 4, 5, 6

DUTY 2: 20% Critical

Provides non-clinical case management; conducts family needs assessments to identify and evaluate their situational stressors and determines services for appropriate assistance; provides tailored guidance regarding accessing services that are not standard across the DAF due to the individual local and state regulations, laws, and compliance for the location where the installation is located; and provides general support in navigating the EFMP resource system. Provides individual and family consultation services to include developing services plans with tailored family goals and objectives as well as warm hand-offs to gaining locations and various agencies. Innovatively applies a variety of analytical techniques to formulate and solve problems to include conducting family questionnaires. Establishes assumptions, measures effectiveness of approaches, and evaluates available alternatives. Determines sources of data, plans, and tests to validate study findings and conclusions. Compiles, organizes, and analyzes data. Participates in problem definition and refinement. Researches and analyzes trends impacting families with special needs; identifies unmet needs for planning and assessment purposes;, and reports and shares findings with EFMP Integrated Installation Support stakeholders. Assists in coordinating referrals for care and resources. Empowers families to be their EFM's best advocate in accessing available resources and services to support needs. Prepares evaluations and recommendations to assist eligible members in connecting with appropriate resources and services.

KSA: 1, 2, 3, 4, 5, 6

DUTY 3: 20% Critical

Serves as primary POC for unit/community education, training, awareness, and outreach activities. Utilizes base demographics and diagnoses reports to develop outreach activities and training events designed to meet the needs/requirements of specific base EFMP populations (i.e., children, adults, ADHD, autism). Designs, develops, manages, and attends a variety of educational forums, activities and briefings to enhance community capacity and assists the special needs community in improving work/life skills and knowledge of available resources. Develops, updates, and maintains EFMP education, outreach, educational activities and public affairs programs, to include awareness briefings for command, unit, community organizations, individuals, families, and distinguished visitors. Consults and educates commanders, unit leadership, installation stakeholders, and EFMP sponsors on the benefits of EFMP enrollment. Supports special EFMP related projects and initiatives hosted by EFMP Integrated Installation Support stakeholders. Develops workshops for members and their families which address their rights and responsibilities under local, state, and federal laws. Markets and assists with coordination of respite care use, special needs educational activities, events, camps, support groups, special events, and workshops for assigned families. Works in concert with EFMP-FS Coordinator to ensure activities and programs work effectively to support referred families. Coordinates, facilitates and serves as a resource for families to use in navigating services that include medical (i.e., TRICARE, ECHO, health insurance), school, outside organizations, and the EFMP system. Informs military and civilian community resources about the scope and management of the EFMP to foster coordination and collaboration (includes Community Support Coordinators and Family Readiness Support Assistants). Maintains a detailed and consolidated file of special needs resources at national, state, and local levels. Develops and uses self-assessment, community-assessment, and various measurement tools to identify trends, issues/concerns, and compiles profile of base EFMP population.

KSA: 1, 2, 3, 4, 5, 6

DUTY 4: 20% Critical

Provides a basic level of support to other Military and Family Readiness Center (M&FRC) programs to support a higher level of service to EFMP families. FS Coordinators must remain abreast of program changes and maintain key knowledge of core M&FRC programs as it relates to providing information and referral and non-

clinical case management services to EFMP families. Completes other M&FRC duties (i.e., Transition Assistance Program, Personal Work Life, Personal Financial Readiness) as assigned by supervisor in support of EFMP-FS families not to exceed 20% of workload. Expands the knowledge of EFMP-FS Coordinators to help improve referrals to core M&FRC programs/stakeholders, integrate M&FRC staff into EFMP-FS basic services and ultimately improve the quality of life of EFMP members/families.

KSA: 1, 2, 3, 4, 5, 6

RECRUITMENT KNOWLEDGES, SKILLS, AND ABILITIES (KSAs):

1. Knowledge of the concepts, principles, theories, and practices relating to one or more of the social or behavioral sciences in relation to work in a family support capacity with special needs families.

2. Knowledge of the practical aspects of social services delivery systems, including those administered by federal agencies and nonstandardized community and state service providers in the local area, as well as the variety of practices, procedures, and methods utilized for accessing them.

3. Skill in conducting interviews with and counseling families and individuals with a wide variety of special needs, some of whom have multiple needs, to establish the nature and extent of concerns and issues, receive and assimilate information, encourage enrollment, provide assistance in developing goals and plans, and determine appropriate referral services and/or options.

4. Skill in establishing and maintaining effective working relationships using tact and diplomacy in interactions with leadership, on-and off base service agencies, state and local governments, and civic leaders to identify available services and gaps in services for families with special needs in a military environment, advocate for the families, and partner to achieve objectives.

5. Ability to assess and measure organizational trends, concerns, and needs; identify gaps in available services; report on; and provide recommendations for the development and implementation of effective plans and tools to address issues.

6. Ability to communicate effectively both orally and in writing.

CLASSIFICATION CRITERIA:

Because there is no grading criterion for the GS-0101, the GS-0185 was used for grading purposes. While these duties do not involve the evaluation/ review of programs administered by State or other agencies, and is thus not identical to the job description, it is the standard that most closely characterizes the nature of this job and therefore appropriate analogies can be made for evaluative purposes. The GS-0185 occupational standard is a narrative standard that evaluates positions based on two variables that affect the grade level of nonsupervisory positions in this series: *the characteristics of assignment content*, i.e., the difficulty of the problems present in the assignment and the degree of professional skill and judgment required by the decisions and services they involve; and *the freedom of practice characteristic of performance*, i.e., the extent to which recognized competence is reflected in decreased supervisory control that allows independent performance of work. The classification criteria in this standard covers positions in grades 07 through 12.

Nature of Assignment:

Employees at the GS-09 grade level deal with issues/problems of a procedural or factual nature and have readily observable conditions. Subject position involves intensive social work services requiring the exercise of mature professional judgment and the flexible use of a wide range of social work skills. This level represents performance of services in serious and complicated cases with a minimum of supervisory control and guidance. GS-11s characteristically participate actively in program planning and in the development and maintenance of public understanding and sound working relationships with local agencies and community resources. They assume responsibility for coordination with other disciplines who are concerned with the same client or group of clients. Typical of assignments at this level is responsibility for the exercise of initiative in community relations work

involved in influencing public attitude and action. Work at the GS-12 level is subject to regulation and procedural direction from the program directors in the central office of the agency. Work performed meets the GS-11 level identified in the standard.

Level of Responsibility:

GS-9 positions are characterized by difficult services performed under continuing supervisory guidance with routine professional work performed under relaxed supervisory control. The supervisor maintains close operational control of decisions and services when the employee is dealing with serious problems demanding unusual skill and judgment but allows freedom of action at this level in the relatively routine activies. The subject position makes independent professional decisions and recommendations for agency actions that can have serious impact on the life of the person served. The responsibility for reaching independent conclusions as to appropriate action can make exceptional demands on the worker's professional judgment when consequences to the client are serious and results are relatively unpredictable. Client situations are often complicated by conflicting needs that are difficult to resolve even by highly individualized planning. GS-12 work is characterized by responsibility for serving various beneficiary groups scattered over a large geographical area when assignments include direct social work practice in cases with complex problems, organization of community services on behalf of beneficiaries, development and coordination of procedures for the use of these community services by related staffs and satellite facilities, and development and maintenance of working relationships and agreements with other organizations having responsibilities for the same groups of people. The work performed by this position exceeds is properly evaluated at the GS-11 level identified in the standard.

Other significant facts pertaining to this position are:

1 Work occasionally requires travel away from the normal duty station on military or commercial aircraft as well as travel in the local area by motor vehicle.

2. May occasionally be required to work other than normal duty hours (evenings, weekends, and holidays).

3. Personal data to which the incumbent has access are controlled by the Privacy Act of 1974 and must be safeguarded appropriately.

CLASSIFICATION SUMMARY:

CLASSIFICATION STANDARD(S) USED: OPM Handbook of Occupational Groups and Families, 0100 - Social Science, Psychology, and Welfare Group, December 2018; OPM Introduction to the Position Classification Standards, TS-134 July 1995, TS-107 August 1991 Revised, August 2009; OPM PCS for Social Work Series, GS-0185, TS-52 June 1964.

CLASSIFICATION REMARKS:

Fair Labor Standards Act (FLSA) Determination: Based on duties as described, this position has been determined to be Nonexempt. Note: while this series is identified as professional, it does not have a minimum ("positive") education degree requirement.

Bargaining Unit Status (BUS) Determination: Locally Determined

SERIES AND TITLE DETERMINATION:

Series and Title Determination*:* The work falls within the Social Science, Psychology, and Welfare Group, GS-0100, which includes positions responsible for advising on, administering, supervising, or performing research or other professional scientific work, support technical work, or other directly related work in one or more social sciences; psychology; social work; recreational activities; or the administration of public welfare and insurance programs. Although the work of this position is appropriately covered by the GS-0100 Group, there is no one series within the group which is

directly related or closely applicable. The Social Science Series, GS-0101, includes positions that work in one or any combination of the social sciences when such work is not classifiable in other series of this occupational group. Series in the GS-0100 Group that were considered but determined to not be appropriate were the GS-0180 and GS-0185, because the work of the position does not require the full professional knowledge of either of those disciplines. The position is appropriately placed in the GS-0101 Series. The GS-0101 includes positions the duties of which are to advise on, administer, supervise, or perform research or other professional and scientific work in one or any combination of the social sciences when such work is not classifiable in other series of this occupational group. *Basic qualification requirements: (1) **Degree** in behavioral or social science; or related disciplines appropriate to the position or (2) **Combination of education and experience** that provided the applicant with knowledge of one or more of the behavioral or social sciences equivalent to a major in the field or (3) **Four years of appropriate experience** that demonstrated that the applicant has acquired knowledge of one or more of the behavioral or social sciences equivalent to a major in the field. There is no title prescribed by the GS-0101 Series. In keeping with titling practices in the Introduction to the Position Classification Standards and current AF practices, the constructed title for this position is Family Support Specialist (EFMP).

Grade Determination: Refer to Classification Criteria above.

Final Classification: Family Support Specialist (EFMP), GS-0101(99)-11

NOTES TO USERS:

1. This SCPD is the result of an AF driven reorganization and/or a new position established AF-wide. This SCPD is prescriptive in nature to ensure all newly established positions performing this work are classified and established consistently. Local PDs/CPDs are not authorized for this position, the duties of these positions must remain consistent. Deviations to make even minor changes to the document is not allowed to ensure AF-wide consistency in duties and responsibilities.

2. This SCPD may only be utilized at installations servicing over 275 EFMP families where there is already a Family Support Coordinator (EFMP).

3. **Centrally Managed Type:** This position is centrally managed at the GS-11 grade in Foreign and Non-Foreign Overseas locations only. It is not centrally managed at CONUS locations.

4. Headquarters AF functional offices are active participants in development of SCPDs and unless there are significant differences in duties and responsibilities, support implementation of SCPDs to all like positions in the Air Force. SCPDs may be applied once mutually agreed upon by the supervisor and servicing classification specialist.

5. Positions covered by this SCPD must be reviewed for proper "Testing Designated Position (TDP)" coding to comply with the AF Civilian Drug Demand Reduction Program. If the position is identified as TDP, the following statement must be added/annotated to/in the Other Significant Facts area of the SCPD: “This position has been designated by the Air Force as a Testing Designated Position (TDP) under the Air Force Civilian Drug Demand Reduction Program. Employee must pass initial and periodic short notice drug testing. Illegal drug use by employees in sensitive positions presents a clear threat to the mission of the Air Force, national security, and public safety.”

6. If this position has been identified as “Emergency-Essential”, the following statement must be added/annotated to/in the Other Significant Facts area of the SCPD: “In the event of a crisis situation, the incumbent, or designated alternate, must continue to perform the Emergency-Essential duties until relieved by proper authority. The incumbent or the designated alternate may be required to take part in readiness exercises. This position cannot be vacated during national emergency or mobilization without seriously impairing the capability of the organization to function effectively. This meets the criteria of an Emergency-Essential position and requires that the incumbent, or the designated alternate, be removed from any military recall status. Employee must sign DD Form 2365 as a condition of employment.”

7. If the position has been identified as “Key”, the following statement must be added/annotated to/in the Other Significant Facts area of the PD: “The duties of this position meets all requirements as a category 4 designation, and shall not be vacated during a national emergency or mobilization without seriously impairing the capability of the parent Federal Agency or office to function effectively. This position must be removed from the Ready Reserve and **CAN NOT** become a member of the Ready Reserve. (IAW: DoDD 1200.7, "Screening the Ready Reserve,").

8. If the position has been identified as “Mission Essential” (ME) the following statement must be added/annotated to/in the Other Significant Facts area of the PD: "This is a Mission Essential (ME) position performing a Mission Critical Function (MCF) which must continue uninterrupted after the occurrence of an emergency and continued through full resumption of all functions.

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