



STATE OF IDAHO
invites applications for the position of:

Supervisory Soldier and Family Readiness Specialist

SALARY: \$31.08 - \$40.41 Hourly
DEPARTMENT: Division of Military
OPENING DATE: 10/14/21
CLOSING DATE: 10/20/21 11:59 PM
DESCRIPTION:

STATE OF IDAHO
MILITARY DIVISION
Human Resource Office (HRO)
State Personnel Branch
4794 General Manning Avenue, Building 442
Boise, ID 83705-8112
Telephone: (208) 801-4273

STATE VACANCY ANNOUNCEMENT

Registers established from this announcement may remain valid up to one year to fill vacancies within the same classification and type of position.

ANNOUNCEMENT NUMBER:	21-97-N-TEMP
AREA OF CONSIDERATION:	Restricted to current, full-time State employees of the Idaho Military Division assigned to the Service Member and Family Support Directorate (G9) classified as Soldier and Family Readiness Specialist (Class Code 22785).
POSITION TITLE:	Supervisory Soldier and Family Readiness Specialist
PAY GRADE:	NGA-11
POSITION CONTROL NUMBER:	TBD
CLASS CODE:	22784
SALARY:	\$31.08 to \$40.41 hourly (\$64,649 to \$84,049 annually)
FLSA CODE:	Administrative Exempt
DUTY LOCATION:	Military Division, Idaho Army National Guard, Service Member and Family Support Directorate (G9), Gowen Field, Boise, ID
TYPE OF POSITION:	Civilian Nonclassified; <i>(This is a Temporary Promotion opportunity not to exceed 5-years. Expected duration through 12/31/2021. Permanent incumbent has position restoration rights. Selected employee will be temporarily promoted / reclassified in current PCN and will retain restoration rights to prior position and classification.)</i>

JOB TITLE: SUPERVISORY SOLDIER AND FAMILY READINESS SPECIALIST
POSITION CONTROL NUMBER: 1173
CLASS CODE NUMBER: 22784
SALARY GRADE: NGA-11

INTRODUCTION: This position is assigned to the Idaho Army National Guard, Manpower and Personnel Directorate (G9), functioning within the State of Idaho – Military Division. The primary purpose of the position is to serve as the supervisor for a team of seven (7) or more Soldier and Family Readiness Specialists, in order to plan, coordinate, implement, and develop reporting data in support of the family assistance, family outreach, community outreach, crisis response, family readiness, and financial readiness functions of the Army National Guard (ARNG) Family Readiness Program for National Guard members and their families; and to provide Commanders with staff assistance in solving problems affecting the military community and in improving the quality of life and well-being of members of the National Guard throughout the state. Incumbent is responsible to project budget and fiscal requirements necessary for execution, documenting, and fiscal reporting in support of program initiatives.

EXAMPLE OF DUTIES:

DUTIES AND RESPONSIBILITIES:

1. Under direction of the State Family Programs Director (SFPD), evaluates command well-being policies and procedures governing programs and makes and implements recommendations to increase capabilities and efficiency, and develop solutions to unique situations. Responsible for data consolidation, reporting, and the implementation of work/life services and activities. Researches, analyzes, develops, coordinates, evaluates, and monitors the human service delivery system to ensure that family program elements are established and provided to military and family members encompassing service components. Assists the SFPD in strategic planning, inter-service coordination and liaison with key officials, higher headquarters, other military services, state and federal government, and non-government (profit and non-profit) agencies and organizations. Conducts regular needs assessments with stakeholders in order to direct, analyze, and evaluate programs and initiatives to ensure cost effectiveness and maximum operating gains and program effectiveness to Army/ARNG standards. Complies with and supports accreditation/certification and internal control process requirements.
2. Develops the program budget formulations and forecasts of funds for the full scope of the ARNG Family Readiness Program. Provides guidance to commands and State Family Readiness Groups (SFRGs) on use and oversight of Army/ARNG non-appropriated funds (NAF).
3. Establishes, develops, and oversees the implementation of a comprehensive information, referral, family and community outreach, volunteer management, financial readiness and follow-up training, education and services in response to Soldier and family readiness needs. Oversees all aspects of volunteer management and training, and life skills/resilience education for ARNG family members, based on Commander needs assessments. Responsible for the execution of the Army Family Action Plan and Army Family Team Building. Maximizes community partnerships and utilization of local community, state, regional, and national resources and networks to support Service Members and families. Synchronizes and coordinates Family Readiness community capacity building efforts (education, prevention, support networks, and direct services). Ensures financial readiness requirements, outside of those related to transition, are executed and tracked to meet ARNG program requirements. Responsible for organizing, marketing, and monitoring the effectiveness of community capacity building efforts, and reporting to the SFPD and State Leadership. Areas of focus include communication skills, conflict resolution, anger management, parenting, healthy relationships,

safety, stress, time management, disaster preparedness, employment, career planning, and other pertinent topics.

4. Work involves responsibility for planning, coordinating, implementing, researching, analyzing, developing and consolidating data, designing and preparing reports to support briefings, staff and stakeholder training and key decision making concepts. Incumbent evaluates the adequacy and effectiveness of program, develops and/ or presents report and data analysis outcomes to support strategies, and makes recommendations to provide or improve quality of life programs for the social welfare and cultural needs of Soldiers and their families throughout the state.

Incumbent may encounter difficulty in gathering of data from multiple sources, addressing competing objectives, measuring effectiveness due to variations in the needs, interests, geographic dispersion and awareness of program participants, and the visibility and priorities of the National Guard. The incumbent is required to exercise originality in developing guidance, plans, training and procedures to meet unique program requirements.

5. Ensures that the organization's strategic plan, mission and values are communicated to supervised team members and integrated into the team's strategies, goals, objectives, work plans and work products and services. Articulates and communicates team members' assignments, projects, problems to be solved, actionable events, milestones, program issues under review, and deadlines and timeframes for completion. Coaches team members in the selection and application of appropriate problem solving methods and techniques; provides advice on work methods, practices and procedures; and assists the team and/or individual team members in identifying the parameters of a viable solution. Leads the team in identifying, distributing and balancing workload and tasks among team members in accordance with established work flow, skill level and/or occupational specialization; and makes adjustments to accomplish the workload in accordance with established priorities to ensure timely accomplishment of assigned team and individual tasks. Ensures that each team member has an integral role in developing the final team product. Trains or arranges for the training of team members in methods and techniques of team building and working in teams to accomplish tasks or projects, and provides or arranges for specific administrative or technical training necessary for accomplishment of individual and team tasks. Monitors and reports on the status and progress of work, checking on work in progress and reviewing completed work to see that instructions on work priorities, methods, deadlines and quality have been met. Serves as coach, facilitator and/or negotiator in coordinating team initiatives and in consensus building activities among team members. Maintains program and administrative reference materials, project files and relevant background documents, and makes available policies, procedures and written instructions from the SFPD. Remains current on program knowledge to answer questions from team members on procedures, policies, directives and other applicable guidelines. Prepares reports and maintains records of work accomplishments and administrative information, as required, and coordinates the preparation, presentation and communication of work-related information to the SFPD.

6. Represents the team in dealings with the SFPD and manager (G9) for the purpose of obtaining resources (e.g., computer hardware and software, approval for overtime time, etc.), and securing needed information or decisions from the supervisor on major work problems and issues that arise. Periodically reports to the SFPD on team and individual work accomplishments, problems, progress in mastering tasks and work processes, and individual and team training needs. Represents the team consensus and convey the team's findings and recommendations in meetings and dealings with the SFPD, manager (G9), program officials, the public and other customers on issues related to or that have an impact on the team's objectives, work products and/or tasks. Estimates and reports to the team on progress in meeting established milestones and deadlines for completion of assignments, projects and tasks, and ensure that all team members are aware of and participate in planning for achievement of team goals and objectives. Researches, learns and applies a wide range of qualitative and/or quantitative methods to identify, assess, analyze and improve team effectiveness, efficiency and work products. Leads the team in assessing its strengths and weaknesses and provide leadership to the team in exploring alternatives and determining what improvements can be made such as work methods, processes and procedures. Communicates team consensus and recommendations to the supervisor on actions affecting team and individual awards, rewards and recognition. Informs team members of available employee benefits, services, work related activities; refers them to HRO for assistance or information when appropriate. Intercedes with

the SFPD on behalf of the team to inform the supervisor of performance management issues/problems and to recommend/ request related actions.

7. Provides leadership and supervision to assigned personnel and programs. Manages and assigns tasks to subordinate staff, including 6 or more who are not geographically co-located, based on priorities, difficulty of assignments, capabilities of the employees, and work schedules. Assigns and monitors work and training, and ensures accountability of assigned personnel, time and resources. Approves leave, work schedules and timesheets. Develops employee performance standards, provides technical oversight, and reviews work performance and products. Gives advice, counsel and/or provides instructions to employees on both work and administrative matters. Provides written and verbal performance feedback. Formally appraises performance of subordinates not less than annually. Resolves simple, informal complaints of employees. Elevates more serious unresolved concerns, formal grievances, and appeals to the SFPD or Human Resources. Coordinates and effects minor disciplinary measures such as warnings and reprimands, seeking guidance from HRO. Considers and recommends merit/performance based incentive awards. Reviews and approves/disapproves requested personnel actions of assigned staff and functions/programs; and initiates/ proposes personnel/position actions when appropriate. Advises supervisor regarding the allocation/reallocation of full-time position (FTP) resources to meet current and projected requirements throughout the assigned areas of responsibility. Coordinates recruiting and placement actions with HRO. Interviews candidates and makes recommendations for personnel actions including appointment, promotion and reassignment. Identifies developmental and training needs, and provides or arranges for needed training. Recommends methods for procedures to increase the quality of work directed.

8. Promotes a respectful workplace that complies with policies of the Adjutant General. Observes and ensures compliance with all Equal Employment Opportunity (EEO), Whistleblower Protection Program, security, environmental, and workplace safety practices, policies, and regulations at all times. Maintains a safe and drug/alcohol free workplace.

9. Performs other related duties and projects as necessary or assigned.

SUPERVISORY CONTROLS: Works under the general supervision of the State Family Program Director, who assigns area of responsibility and is available for consultation when controversies arise. Incumbent works independently in researching Family Program and quality of life matters, researching and analyzing potential impact and developing alternative courses of action. Develop reporting data, charts, graphs, and advise supervisor of desirable courses of action in the application of established social science and behavioral knowledge and principles. Keeps the supervisor informed of major decisions and progress of the program.

GUIDELINES: Guidelines consist of NGB standard reference materials, texts, instructions, manuals, technical information, and procedural guidelines, including family readiness and readiness policies, priorities guidance, supplemental guidance, and precedent studies. The incumbent is responsible for ensuring compliance with the NGB Federal/State Master Cooperative Agreement, Appendix 41 – State Family Program Activities, which identifies program scope, authorized federally reimbursable activities and charges, and unauthorized/non-reimbursable activities and charges. Incumbent is required to keep abreast of policies, priorities, provisions, and intent of new and emerging programs. Guidelines are not completely applicable or have gaps in specificity, requiring incumbent to use judgment and experience in interpreting available guidelines, and developing implementing guidance, plans, and procedures to meet National Guard unique program requirements and adapting them to specific situations or problems involving transition issues.

PERSONAL WORK CONTACTS: Personal contacts include officials at National Guard Bureau (NGB), the Adjutant General (TAG), state and local agencies, members of the business community, Joint Force Headquarters (State) commanders and staff, volunteers, contractors, community leaders, counterparts in other military components, and officials from other DoD agencies. The purpose of contacts is to coordinate program plans, provide advice and assistance to commanders and recommend implementing policies and program improvements, negotiate and resolve program issues, and promote program visibility.

WORKING CONDITIONS / PHYSICAL EFFORT: The majority of work is sedentary and performed in a professionally configured, climate controlled, office setting or conference room. Work activities may require irregular and long work hours/days to support operational requirements or contingencies. Standing, walking, and occasional lifting and carrying of moderately heavy items such as equipment or supplies up to 30 pounds may be required. Regular local and occasional overnight and multi-day travel, via all modes of transportation, is required to support operational work requirements, meetings and required training. Incumbent is regularly required to operate a vehicle. Incumbent may be required to carry a mobile device with active voice mail to provide for emergency and 24/7 communications. Incumbent may be required to support 24/7 Emergency Family Assistance Center (EFAC) Operations as required for natural disaster or state-emergency response. This position is designated as "Essential Personnel" and may be subject to duty in preparation for, or in response to a state emergency or disaster declaration. This designation will not exceed 14 calendar days per year unless otherwise approved in advance by the Adjutant General (TAG).

FLSA Overtime Code: A (Administrative Exempt; straight time)

EEOC: A01 (Administrative)

WCC: 9410

JULY 2021

MINIMUM QUALIFICATIONS:

QUALIFICATION REQUIREMENTS

Mandatory Requirements (conditions of employment)

- Must have and maintain a valid and unrestricted state issued driver's license (from any state).
- Must have, or be eligible to obtain, and maintain a favorable T3 (SECRET) Federal Background Investigation. If a selected candidate does not have a current favorable T3, as a condition of employment he/she must submit to the investigation process immediately upon hire/appointment. *(At a minimum, a favorable suitability determination by the State Security Manager is required prior to appointment into this position.)*
- Must have, or be eligible to obtain, and maintain a Department of Defense (DoD) issued Common Access Card (CAC) permitting access to DoD installations, facilities, networks and applications.
- Must possess a Bachelor's degree or higher from an accredited college or university.

Knowledge, Skills and Abilities (KSAs)

Applicants must have 36-months of specialized experience performing related duties as specified below.

- Knowledge of the Family Readiness Program and its relationship to missions, functions, organization, major issues, work processes, goals objectives and programs in order to plan, develop, and implement programs designed to improve and maintain Army National Guard family readiness and quality of life.
- Knowledge of analytical and evaluative techniques and methods (and the ability to adapt as appropriate) to analyze reports, gather data, review suggestions, and evaluate the effectiveness and efficiency of the National Guard Family Program sufficient to recognize and define social problems, to reach accurate conclusions, and to measure and improve human services program effectiveness and productivity, and make recommendations for program improvement.

- Knowledge of regulations, policies, and guidance affecting the use of resources and related support resources (money, equipment, and people) to plan, coordinate, implement, and manage the Family Program in compliance with established requirements, standards, and objectives.
- Thorough knowledge of human services matters and programs benefiting families, and military and civilian employees, in addition to policies, practices, and procedures, including methods used to establish program objectives or performance goals and assess progress toward their achievements and the impact military and family members' quality of life.
- Ability to use automated systems, current up to date Microsoft Suite, communicate effectively both orally and in writing to provide technical assistance, guidance, and report data.
- From the word groups below (a. through d.), please select the word group that is most reflective of your personality type and work style. Explain how the characteristics indicated by your selected group will benefit the employer if you are selected for this position.
 - a. Energetic, Engaging, Confident, Flexible, Skillful, Quick Learner, Action-Oriented
 - b. Organized, Procedural, Methodical, Consistent, Punctual, Detail-Oriented
 - c. Communicative, Cooperative, Enthusiastic, Compassionate, Teamwork, People-Oriented
 - d. Analytical, Competent, Independent, Problem Solver, Seeks Ways to Improve Processes, Procedures and Systems
- From the word groups above (a. through d.), please select the word group that is least reflective of your personality type and work style. Explain how you have compensated in these areas in the past.

CONDITIONS OF EMPLOYMENT:

- a. Each person hired will be required to provide verification of eligibility to work in the United States and may be subject to a criminal background check.
- b. Refer to the position description for the Mandatory Requirements for this position.
- c. The State of Idaho, Military Division is an Equal Opportunity employer. Selection for this position will be made without regard to race, color, religion, national origin, sex (including gender identity, sexual orientation, and pregnancy), genetic information, political affiliation, marital status, and disability or age (which does not interfere with job accomplishment or job eligibility based upon the position description Mandatory Requirements). Appropriate consideration shall be given to veterans in accordance with applicable state and federal laws and regulations.

PERSONNEL MANAGER CERTIFICATION: The title, series, grade, duties and responsibilities are complete and accurate as written and a current or projected vacancy exists as advertised.

Gloria A. Duncan
 Supervisory Human Resource
 Specialist
 Military Division – State Personnel
 Branch

SUPPLEMENTAL INFORMATION:

If you are unable to apply online, please contact the HRO office by phone 208-801-4273 or email hrobypass@imd.idaho.gov to discuss alternative options.

Thank you for your interest in employment with the Idaho Military Division.

APPLICATIONS MAY BE FILED ONLINE AT:
<https://www.governmentjobs.com/careers/idaho>

Position #21-97-N-TEMP
SUPERVISORY SOLDIER AND FAMILY READINESS
SPECIALIST
GD

304 North 8th Street
Boise, ID 83720

idhr@dhr.idaho.gov

Supervisory Soldier and Family Readiness Specialist Supplemental Questionnaire

- * 1. **Announcement Area of Consideration:** Restricted to current, full-time State employees of the Idaho Military Division assigned to the Service Member and Family Support Directorate (G9) classified as Soldier and Family Readiness Specialist (Class Code 22785).

Do you meet the area of consideration?

Yes No

- * 2. **Mandatory Requirement (condition of employment):** Must have and maintain a valid and unrestricted state issued driver's license (from any state).

Provide written response regarding your willingness and ability to meet this condition of employment (have and maintain). DO NOT Provide license info here.

- * 3. **Mandatory Requirement (condition of employment):** Must have, or be eligible to obtain, and maintain a favorable T3 (SECRET) Federal Background Investigation. If a selected candidate does not have a current favorable T3, as a condition of employment he/she must submit to the investigation process immediately upon hire/appointment. *(At a minimum, a favorable suitability determination by the State Security Manager is required prior to appointment into this position.)*

Provide written response regarding your eligibility, willingness and ability to meet this condition of employment.

- * 4. **Mandatory Requirement (condition of employment):** Must have, or be eligible to obtain, and maintain a Department of Defense (DoD) issued Common Access Card (CAC) permitting access to DoD installations, facilities, networks and applications.

Provide written response regarding your eligibility, willingness and ability to meet this condition of employment.

- * 5. **Mandatory Requirement (condition of employment):** Must possess a Bachelor's degree or higher from an accredited college or university.

Do you certify you meet this requirement and have attached supporting documentation to your application? (unofficial transcripts are acceptable)

Yes No

- * 6. **KSA: Knowledge of the Family Readiness Program and its relationship to missions, functions, organization, major issues, work processes, goals objectives and programs in order to plan, develop, and implement programs designed to improve and maintain Army National Guard family readiness and quality of life.**

Provide detailed written response describing your specialized experience performing related duties to demonstrate that you meet the minimum **36-month** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

- * 7. **KSA: Knowledge of analytical and evaluative techniques and methods (and the ability to adapt as appropriate) to analyze reports, gather data, review suggestions, and evaluate the effectiveness and efficiency of the National Guard Family Program sufficient to recognize and define social problems, to reach accurate conclusions, and to measure and improve human services program effectiveness and productivity, and make recommendations for program improvement.**

Provide detailed written response describing your specialized experience performing related duties to demonstrate that you meet the minimum **36-month** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

- * 8. **KSA: Knowledge of regulations, policies, and guidance affecting the use of resources and related support resources (money, equipment, and people) to plan, coordinate, implement, and manage the Family Program in compliance with established requirements, standards, and objectives.**

Provide detailed written response describing your specialized experience performing related duties to demonstrate that you meet the minimum **36-month** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

- * 9. **KSA: Thorough knowledge of human services matters and programs benefiting families, and military and civilian employees, in addition to policies, practices, and procedures, including methods used to establish program objectives or performance goals and assess progress toward their achievements and the impact military and family members' quality of life.**

Provide detailed written response describing your specialized experience performing related duties to demonstrate that you meet the minimum **36-month** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

- * 10. KSA: **Ability to use automated systems, current up to date Microsoft Suite, communicate effectively both orally and in writing to provide technical assistance, guidance, and report data.**

Provide detailed written response describing your specialized experience performing related duties to demonstrate that you meet the minimum **36-month** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

- * 11. KSA: **From the word groups below (a. through d.), please select the word group that is most reflective of your personality type and work style.** *Explain how the characteristics indicated by your selected group will benefit the employer if you are selected for this position.*

- a. Energetic, Engaging, Confident, Flexible, Skillful, Quick Learner, Action-Oriented
- b. Organized, Procedural, Methodical, Consistent, Punctual, Detail-Oriented
- c. Communicative, Cooperative, Enthusiastic, Compassionate, Teamwork, People-Oriented
- d. Analytical, Competent, Independent, Problem Solver, Seeks Ways to Improve Processes, Procedures and Systems

- * 12. KSA: **From the word groups below (a. through d.), please select the word group that is least reflective of your personality type and work style.** *Explain how you have compensated in these areas in the past.*

- a. Energetic, Engaging, Confident, Flexible, Skillful, Quick Learner, Action-Oriented
- b. Organized, Procedural, Methodical, Consistent, Punctual, Detail-Oriented
- c. Communicative, Cooperative, Enthusiastic, Compassionate, Teamwork, People-Oriented
- d. Analytical, Competent, Independent, Problem Solver, Seeks Ways to Improve Processes, Procedures and Systems

- * 13. Unqualified or incomplete applicant packets will not be forwarded.
Do you certify you attached any supporting/required documentation and given detailed written responses with your application packet before submitting?

Yes No

- * 14. Do you certify that all of the information and attached documents to this application are true, correct, complete and made in good faith? (This will constitute your official signature.)

Yes No

- * Required Question