

POSITION ADVERTISEMENT



Human Resources Consulting, Inc. (HRCI)
5563 Craftwood Drive
Antioch, TN 37013
www.hrciweb.com

Position Title: Survivor Outreach Services Coordinator

Location: Centennial Medical Plaza
CONG Family Program Office
12200 E. Briarwood Avenue, Suite 160
Centennial, CO 80112

Availability: 26 June 2017
Deadline for Application: 23 June 2017

Human Resources Consulting, Inc. (HRCI) is seeking qualified individuals to serve as Survivor Services Coordinators in support of a national contract for the Army National Guard (ARNG). The overall goal of the Survivor Services Program is to embrace, reassure, and provide support to Survivors and their Families while reassuring them that they remain valued members of the Army Family. Coordinator will be responsible for providing Survivor Outreach Services (SOS) to geographically dispersed service members and Survivors of our fallen heroes.

Major responsibilities include (not all inclusive) – The Survivor Services Coordinator will manage all aspects of the SOS while serving as a Subject Matter Expert (SME) on Survivor support & services within the respective state. Survivor Services Coordinator responsibilities include but are not limited to:

- Develop relationships with all Survivors affected by the death of a service member
- Develop relationships with Casualty Assistance Centers (CAC's), CAC Benefit Coordinators, etc., to assist Survivors
- Provide information, referral, and outreach to geographically dispersed service members, Survivors and Families in times of crisis at the loss of their service member by providing assistance to the families for as long as they desire, in areas such as:
 - Benefits Information & Assistance Referrals
 - Completion of Line of Duty (LoD) reversals with the Army Board of Corrections
 - Crisis Intervention & Referral
 - Legal Resource/Information & Referral
 - Financial Resource/Information & Referral
 - Mental Healthcare Resource/Information & Referral
 - TRICARE Resource/Information & Referral
 - ID Cards and DEERS Information & Referral
 - Community Resource/Information & Referral
 - Communication with Army Casualty resources for high-level problem assistance
- Communicate and coordinate with other Army component SOS Coordinators to ensure complete coverage of Area of Responsibility (AOR)
- Communicate with military sister service branch Survivors to assist or provide direction for assistance (Navy, Marines, Air Force)
- Ensure all staff are trained to represent the Army adequately with assisting Survivors
- Support staff with marketing materials to educate both the military and civilian communities as to the services available to military Survivors
- Communicate and coordinate Survivor Services with assigned Casualty Assistance Officer (CAO)
- Enter appropriate data into two approved databases to assure provided services are noted, recoded and followed through to completion
- Honor Survivor Families in any way humanly possible to make their grief journey easier
- Work along the State's Casualty Assistance Officer, assuming the duties and functions of caring for the family in need
- Work with the families of all fallen Soldiers, regardless of the Army component (Active, National Guard or Army Reserve) in which they served.

Qualifications –

- Experience – Broad based knowledge, experience, and skills in the areas of military personnel, casualty assistance, and Family programs as well as an understanding of the ARNG. The contract employee must demonstrate a working

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knowledge of military well-being programs including SOS, in addition to assorted ARNG Family program requirements.

- Education –
 - Four years of college desired; High School degree is required. Other combinations of experience and education that meet minimum qualifications may be considered.

- Minimum requirements –
 - Be computer literate and proficient in Microsoft Word, Excel, and Power-Point.
 - Be able to pass any necessary background investigation.
 - Possess a current and valid state driver's license.
 - Have the ability to communicate effectively, both orally and in writing and have the ability to complete correspondence IAW NGR 25-52 and AR 25-50.
 - Be a self-starter and be able to execute responsibilities with minimum oversight.
 - Have the ability to plan and organize work activities to achieve established program objectives and goals.
 - Ability to read, write, speak, and understand English proficiently.
 - Be a US Citizen.
 - Ability to meet unscheduled travel requirements and to travel extensively in the performance of assigned duties.
 - Be responsible for the securing and safeguarding of all Government property, including documents, provided for or created by the operations of the Survivor Services Coordinators.
 - Responsibilities may require extended work hours. This position does not pay for overtime; a flexible work week is afforded to manage the 40 hour work week, which is strictly enforced.

HRCI offers a competitive benefits program which includes –

- 15 Paid Time-off (PTO) days
- 10 paid holidays
- Company match of 4% of salary for 401K
- \$50K Life Insurance Policy
- Comprehensive Health, Vision and Dental Plan

Application Instructions: Interested parties should register on the HRCI website: hrciweb.com. Once on the website, click on "Careers" tab at the top of the page, and then click on the position desired. When you apply for this position, you will be asked to register for the website by entering your email and a password (not character specific). You will be directed to a profile page where you'll enter your information and have the ability to upload a cover letter and resume. By registering on the HRCI website, you will be able to apply for additional positions in the future without completing the registration process twice. **Deadline for this application submission is NLT 5:00 PM (eastern) on June 23, 2017.** If you are selected for an interview, you will be notified within 30 days. If you are not contacted within 30 days, you were not selected for an interview and we thank you for your time.