



JOIN THE CNRNW FFR TEAM! *Fleet & Family Readiness Programs* *Supporting our military. Work that matters!*



EXCEPTIONAL FAMILY MEMBER CASE LIAISON – Fulltime

Announcement Number: 12428788

Primary Location: Naval Base Kitsap

Pay Range: \$73,944 - \$86,267 per year

Open: 05/24/24 – 06/07/24

WHAT YOU GET:

- Competitive Wages & Benefits
- Benefits begin DAY ONE (Regular Full-Time and Part-Time)
- NAF Retirement Savings & 401K plan will match up to 3% of your salary.
- Access to base recreation centers, gyms, movie theaters, Navy Exchange, and discount travel through AmericanForcesTravel.com
- Global Career Opportunities – Fleet & Family Readiness Programs is a worldwide enterprise with opportunities to Navy Bases around the world.
- Make a positive impact on the Military Community

WHAT TO EXPECT:

- The primary purpose of this position is to plan, update, implement, and administer the Exceptional Family Member Program for Naval Base Kitsap within Fleet and Family Support Center.
- Incumbent develops and provides EFM education and marketing to include providing command briefings, developing resources; provide EFM specific command training; provides non-medical case management for assigned EFMP families.
- Coordinates with agencies and other service support offices to include medical, School Liaison Officer, recreational facilities, community service agencies, and private organizations.
- Collects, analyzes, and performs administrative functions associated with training, education, and outreach programs, maintain outreach materials, including listings of services and resources, reports, and surveys.
- Schedules and documents virtual or in person one-on-one client and group interactions in calendar, FFSMIS, and NFAAS.
- Documents case notes in NFAAS following appropriate procedures.
- Performs other duties as assigned.

WHAT YOU NEED TO KNOW:

- Knowledge and understanding of requirements and operations of DoD and DoN Exceptional Family Member Program.
- Knowledge of the military lifestyle with an understanding of the specific demands such as frequent separations, and high stress working environments.
- 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.
- Knowledge of the practical aspects of social services delivery systems, including those administered by federal agencies and non-standardized community and state service providers in the local area, as well as the variety of practices, procedures, and methods utilized for accessing them.
- Experience working 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

resources and services for military personnel with family members who present with a wide range of physical, developmental, emotional, and/or intellectual challenges/limitations.

- Experience interviewing families to identify and evaluate their special needs and situational stressors, determine services for appropriate assistance, provide guidance regarding accessing services, and provide general support in navigating the local system.
- Experience in researching and analyzing trends affecting families with special needs, identify gaps in available services for planning and assessment purposes, and report and share findings with leadership, management, and action groups.
- Experience 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 for families with special needs in a military environment, advocate for the families, and partner to achieve objectives.
- Experience in using various computer software database, spreadsheet, word processing, and network programs i.e. Internet, Microsoft Office Suite, and other FFSC databases.
- Ability to communicate effectively both orally and in writing.

CONDITIONS OF EMPLOYMENT:

- A bachelor's degree in social work, sociology, psychology, or related social or behavioral science OR a combination of education and experience that demonstrates possession of knowledge and skill equivalent to bachelor's degree.
- Must meet Federal Employment suitability requirements and successful completion of background investigation. Background Investigations are conducted using fingerprint identification and completion of background inquiry forms.
- Must be able to obtain and maintain a Secret Security Clearance.
- Must successfully pass the E-Verify employment verification check. Any discrepancies must be resolved as a condition of employment.
- Must have or be able to obtain and maintain a current state driver's license.
- Occasional travel may be required.

OTHER INFORMATION:

- Participation in the Direct Deposit/Electronic Fund Transfer within 30 days of employment is required.
- We utilize E-Verify to confirm selectee's eligibility to work in the United States. The Department of the Navy (DON) is an Equal Employment Opportunity Employer. All qualified candidates will receive consideration without regard to race, color, national origin, religion, sex, age, mental or physical disability, genetic information, reprisal, marital status, political affiliation, sexual orientation, or any other non-merit factor.

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