



**SOUTH DAKOTA NATIONAL GUARD – SERVICE MEMBER & FAMILY  
SUPPORT (SMFS)  
FAMILY READINESS GROUP (FRG) LEAD VOLUNTEER / CO LEAD  
VOLUNTEER POSITION**



**Position Objective:** Collaborates with and supports the unit Commander to maintain a unit Family Readiness Program; is the link between Commander and Families. Serves as a statutory volunteer in an official capacity in direct support of the National Guard SMFS - Family Readiness Program and as a member of the unit Commander's special staff.

**Responsible To:** Unit commander or their representative, State Family Readiness Director or their representatives, unit's Family Readiness Support Assistant (FRSA)

**Knowledge, Skills and Abilities Required:**

- Believe in and support the National Guard Family Readiness Program
- Enthusiastic and positive with good communication and interpersonal skills
- Good organizational, delegation and supervisory skills
- Maintains confidentiality
- Complete volunteer application/orientation process
- Take appropriate training for position and update periodically as needed

**Time Commitment:** Approximately 5 to 20 hours per month, dependent on deployment status and other scheduled activities during drill weekends.

**Major Responsibilities:** Support/assist the Unit Commander, FRSA and Family Readiness Group (FRG) volunteers to:

- Develop a Family Readiness Plan, collaboratively with commander, for unit's FRG; file and distribute
- Ensure unit Family's Telephone Tree, mailing and Email Distribution Lists are maintained
- Recruit FRG volunteers, ensure volunteer application process is completed, provide guidance and support
- Assist with maintenance of unit's Family Readiness Binder; ensure complete and current for unit inspections
- If FRG has a Checking Account, ensure account is maintained per regulatory guidance
- Help maintain a unit Family sponsorship program for new Families to the unit
- Help ensure 2 Resiliency trainings for Families are conducted annually
- Assist commander and unit personnel in coordinating/presenting annual SMFS briefing to family and soldiers
- Represent Guard Families in meetings, workshops and conferences
- Ensure required FRG paperwork is completed; and file and distribute, e.g. treasurer reports, FRG Readiness Plan, FRG duty appointments, copies of newsletters, and telephone tree
- Assist unit and other volunteers in planning/coordinating activities for unit members and their families
- Assist unit during unit's annual Soldier Readiness Processing Exercise (SRP) by recruiting FRG volunteers to help soldiers complete their Family Information Form (SDNG 600-12-11R)
- Email unit families weekly by forwarding information on benefits and programs available
- Help ensure quarterly FRG newsletters are published and either mailed/emailed to unit families
- Register on joint services support website and track hours volunteered monthly or at least quarterly

NOTE: The above statements are intended to describe the general nature and level of work required of this position; however, there may be other responsibilities, duties and skills required.

For further guidance/support, contact your MACOM FRSA at 605-737-6089 / 737-6310 or 357-2970 or email at [ng.sd.sdarnng.list.frsa@mail.mil](mailto:ng.sd.sdarnng.list.frsa@mail.mil)

**VOLUNTEER SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**COMMANDER or their Representative:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

NOTE: Travel to unit to support the completion of unit FRG operations or special projects/events as requested by unit Commander can be reimbursed by the SMFS – Family Readiness Office as their budget allows. Prior arrangements and approval are necessary.

Revised: 5/2015



**SOUTH DAKOTA NATIONAL GUARD – SERVICE MEMBER & FAMILY  
SUPPORT (SMFS)  
UNIT FAMILY READINESS REPRESENTATIVE  
SERVICE MEMBER POSITION**



**Position Objective:** Primary mission liaison between the Family Readiness Group (FRG) volunteers and the unit commander. Unit Family Readiness Representative is an additional duty position, appointed on a memorandum by the unit commander and accomplished in conjunction with other assigned duties.

**Responsible To:** Unit commander or their representative. Serve as a Point Of Contact and work closely with the FRG Leaders and Volunteers.

**Knowledge, Skills and Abilities Required:**

- Knowledge and understanding of the military structure and how it functions
- Believe in and support the Family Readiness Program
- Good communication and interpersonal skills
- Take appropriate training for position and update periodically as needed

**Time Commitment:** Approximately 1 hour per month, dependent on deployment status and other scheduled activities during drill weekends.

**Major Responsibilities:** Act as a liaison between the Commander and the FRG Leader. Assist them to ensure the following tasks are completed and maintained:

- Help ensure family member is recruited to serve as unit's FRG lead volunteer is appointed on memorandum
- Help ensure Family Readiness Plan for unit's FRG is completed and proper distribution made
- Help ensure the family Telephone Tree and Email Distribution Lists are maintained by providing changes of personnel and family information to the FRG Lead Volunteer
- Assist FRG volunteers and unit with maintenance of the unit's Family Readiness Binder to ensure complete and current for unit inspections
- Help ensure FRG checking account is maintained according to Military guidance, if FRG has an account
- On commander's behalf, help FRG Lead Volunteer ensure fundraising and donation guidelines are followed
- Help maintain unit Family sponsorship program for new unit families by informing the FRG of new unit members
- Help ensure Resiliency training for Families is incorporated into unit's Yearly Training Schedule and assist FRG leader and unit in its coordination
- Assist FRG volunteers in planning and coordinating briefings, events, and activities for unit members and their families
- Encourage unit and family member participation in FRG activities and training
- Register on joint services support website and track hours volunteered monthly or at least quarterly

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**VOLUNTEER SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**COMMANDER or their Representative:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

Revised: 5/2015



**SOUTH DAKOTA NATIONAL GUARD – SERVICE MEMBER & FAMILY SUPPORT  
(SMFS)  
TREASURER / ALTERNATE TREASURER VOLUNTEER POSITION**



**Position Objective:** Primary mission of the treasurer and alternate treasurer is to maintain simple accounting records and receipts for Family Readiness Group funds. Serves as statutory volunteers in an official capacity in direct support of unit FRG operations.

**Responsible To:** Unit commander or their representative, State Family Readiness Director or their representatives, unit's Family Readiness Support Assistant (FRSA), Family Readiness Group (FRG) leader, unit FRG members.

**Knowledge, Skills and Abilities Required:**

- Good math skills, pays attention to details, some record keeping knowledge, and sound business judgment
- Willing to identify poor or unethical practices that are not in the best interest of FRG, the commander and unit
- Be familiar with regulatory guidance regarding FRG accounts, fundraising and donations
- Good personal character
- Complete volunteer application/orientation process
- Take appropriate training for position and update periodically as needed

**Time Commitment:** Approximately 2 to 3 hours per month, dependent on deployment status or scheduled activities and events.

**Major Responsibilities:**

- **File IRS formSS4** for an Employer Identification Number (EIN) (tax ID number for banking purposes) to avoid use of personal Social Security Number, when opening FRG account
- **Open and maintain a non-interest bearing checking account** in a federally insured financial institution; when signing checks, a minimum of two volunteer signatures are required
- **Maintain simple accounting records** (Checkbook Register) showing all transactions, both debits and credits for FRG funds
- **Maintain receipts** of how monies were disbursed
- **Ensure payment of sales tax** for items purchased by the FRG as it is **not** a nonprofit organization and therefore not in a tax-exempt status
- **Ensure FRG informal fund account does not exceed \$10,000** income per year, and its balance does not exceed \$10,000 at any time
- **Ensure the account's use is limited to expenses consistent** with the purpose and function of the fund
- **Help ensure internal fundraising only** is conducted and commander approves prior to any fundraising
- Help Commander **to accept UNSOLICITED** donations to the FRG informal fund of \$1000 or less **per donation**
- Ensure SDNG Form 600-29 is completed prior to donation and distribution of form is made
- Help ensure **FRG funds do not augment other unit informal funds** - FRG funds cannot be deposited or mixed with personal or unit funds
- Help ensure **FRG funds are not used to purchase items or services** which may be paid for using military (appropriated) funds or for items not related to FRG operations
- **Help ensure FRG Standard Operating Procedure for FRG informal funds is accomplished** by inclusion in the FRG Family Readiness Plan (Item #7) and filed in the unit's Family Readiness Binder and a copy forwarded to your FRSA
- **Provide treasurer report to commander, FRG Leader and your FRSA by Jan 15<sup>th</sup> annually.** Report includes 3 items: Treasurer Report Memorandum, copies of all Bank Statements and Checkbook Register since last report. Have commander sign report and file original in the unit's Family Readiness Binder (Tab4)
- Serve as nonvoting, advisory member of the finance committee and as its chairperson initiating and monitoring emails, requests, and other committee business if the FRG opts to utilize a finance committee
- Register on joint services support website and track hours volunteered monthly or at least quarterly

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**VOLUNTEER SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**COMMANDER or their Representative:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

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# SOUTH DAKOTA NATIONAL GUARD – SERVICE MEMBER & FAMILY SUPPORT (SMFS) COMMANDER'S GUIDELINES



**Position Objective:** This guidance is provided to assist commanders in developing and sustaining a Family Readiness Program within their unit(s).

**Chain of Concern:** Unit Commander, Unit Family Readiness Representative, Family Readiness Group Lead (FRG) Volunteer, Family Readiness Support Assistant, State Family Readiness Director or their representative

**Major Duties and Responsibilities.** You as your representative ensure the following are completed.

## **Requirements:**

- Include Family Readiness training and activities in yearly training plan with a minimum of two Family Resiliency trainings per training year.
- Recruit and appoint on memorandum a family member to serve as the FRG Lead Volunteer for the unit.
- Appoint a soldier on memorandum as a Unit Family Readiness Representative (Unit Rep) to serve as your liaison to the FRG and Lead Volunteer.
- Complete a Family Readiness Plan for the unit in collaboration with the FRG Leader and Unit Rep.
- Ensure the Family Readiness Group Telephone Tree is maintained.
- If the FRG has a Checking Account, ensure account is maintained per regulatory guidance.
- Include the FRG Leader as a part of your special staff by seeking their input and inviting them to attend pertinent staff meetings.
- Complete a Statement of Approval (include in Family Readiness Plan) recognizing the FRG and giving them permission to operate and function as part of your special staff.
- Ensure the Lead Volunteer and Unit Rep attends Family Readiness training.
- Establish an atmosphere of care and concern for service members and their families.
- Invite participation of service members and families in your unit's Family Readiness Program.
- Provide opportunities for soldiers and their families to network through unit functions and training.

## **Support.**

- Schedule conference time quarterly with the Unit Rep and Lead Volunteer.
- Provide adequate space in the armory for Volunteers to store items and information.
- Provide postage for mailings to families and soldiers as unit budget allows and if needed.
- Provide administrative supplies for accomplishment of Family Readiness activities as resources allow.
- Ensure availability of copier and computer for use by volunteers as needed and resources allow.

## **Maintain Information.**

- Ensure Lead Volunteer has the needed information to maintain the telephone tree for family members.
- Ensure family preparedness through completion of unit member's personal readiness.
- Anticipate and address the needs of unit members and their families through command letters, pre-mobilization briefings, and distribution of Family Readiness information and materials.

## **Benefits.**

- Ensures families' readiness at all times not only for deployment.
- Improves retention rate of soldiers.
- Provides a clear understanding of families' needs and concerns.
- Ensures families' needs/concerns will be handled in soldier's absence allowing more time for other issues.

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**SOUTH DAKOTA NATIONAL GUARD – SERVICE MEMBER & FAMILY SUPPORT  
(SMFS)  
BATTALION FAMILY READINESS VOLUNTEER**



**Position Objective:** Ensure a Family Readiness Program is maintained within all Battalion units. Serves as a statutory volunteer in an official capacity in direct support of the National Guard SMFS - Family Readiness Program and as a member of the Battalion Commander's special staff.

**Responsible To:** Battalion Commander, Major Command (MACOM) Family Readiness Support Assistant (FRSA) and State Family Readiness Director or their representative.

**Knowledge, Skills and Abilities Required:**

- Knowledge of the National Guard Family Readiness Program
- Enthusiastic and positive with good communication and interpersonal skills
- Good organizational, delegation and supervisory skills
- Maintains confidentiality
- Complete volunteer application/orientation process
- Take appropriate training for position and update periodically as needed

**Time Commitment:** Approximately 5 to 10 hours per month, dependent on deployment status and other scheduled activities during drill weekends.

**Major Responsibilities:**

Support/assist the Battalion Commander, battalion units, MACOM FRSA and Family Readiness Group (FRG) volunteers to:

- Ensure orientation/application process for new volunteers Battalion wide is completed
- Provide mentorship to new FRG Leaders within Battalion
- Provide support, guidance and assistance to existing FRG leaders within the battalion as needed
- Assist MACOM FRSA in scheduling unit volunteers to support unit's annual Soldier Readiness Processing Exercise
- Monitor Battalion Monthly Readiness Report (completed by FRSA) and support units/FRG leaders needing assistance with Readiness requirements (Duty appointments, FRG sanction, FRG checking accounts, Family Sponsorship, Newsletter, Telephone Tree, Email Lists, Briefings, Family Resiliency Trainings) in collaboration with MACOM FRSA.
- Publication and mailing (to all Bn Families) of quarterly Battalion newsletter with input from units if so directed by Battalion commander
- Complete projects as requested by the Battalion Commander
- Serve as the Battalion Commander's representative at meetings, activities, events as requested
- Register on joint services support website and track hours volunteered monthly or at least quarterly

NOTE: Travel to unit locations to support FRG Leaders in completion of unit FRG operations or special projects/events as requested by Battalion Commander can be reimbursed by the SMFS – Family Readiness Office as their budget allows. Prior arrangements and approval are necessary.

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**VOLUNTEER SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**COMMANDER or their Representative:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

NOTE: The above statements are intended to describe the general nature and level of work required of this position; however, there may be other responsibilities, duties and skills required.

Revised: 5/2015



**SOUTH DAKOTA NATIONAL GUARD – SERVICE MEMBER & FAMILY SUPPORT  
(SMFS)  
FINANCE COMMITTEE VOLUNTEER POSITION**



**Position Objective:** Primary mission of the Committee will be to review and approve proposed Family Readiness Group (FRG) expenditures.

The FRG Financial Committee will be comprised of a minimum of 8 statutory volunteers serving in an official capacity in direct support of unit FRG operations. Of the 8 members, 5 will be voting and 3 non-voting members. The number of voting members may be determined by the FRG, but membership must include an odd number of voting members.

- Non-voting members are the FRG leader, treasurer, and alternate treasurer; and will serve in an advisory capacity
- Treasurer will serve as the committee chairperson initiating and monitoring emails, requests, and other committee business
- One of the 5 voting members shall serve as the Recorder for all committee meetings

Expenditures over \$200 (or amount as determined by the FRG) will go before the body of the FRG for approval (vote) based on recommendations of the committee.

**Responsible To:** Unit commander or their representative, State Family Readiness Director or their representatives, unit's Family Readiness Support Assistant (FRSA), FRG leader, unit FRG members.

**Knowledge, Skills and Abilities Required:**

- Good math skills and sound business judgment
- Willing to identify poor or unethical practices that are not in the best interest of FRG, the commander and unit
- Be familiar with regulatory guidance regarding FRG accounts, fundraising and donations
- Complete volunteer application/orientation process
- Take appropriate training for position and update periodically as needed

**Time Commitment:** Approximately 1 hour per month, dependent on deployment status or scheduled activities and events. Most Committees business can be conducted via email or phone conference, however, face to face meetings may be held based on need as determined by the committee.

**Major Responsibilities:**

As a Committee:

- Review proposed FRG expenditures and approve prior to FRG making purchases or holding an event where expenses are involved
- Investigate best courses of action for expenditures and make recommendations to FRG
- Prioritize FRG expenditures, if needed
- Approve volunteer reimbursements prior to payment by the treasurer
- Help develop and maintain a FRG budget annually
- Help ensure fundraising and donation guidelines are followed
- Report Committee and account activity to the body of the FRG
- Keep the Commander informed of Committee activities and recommendations or in their absence the Rear Detachment
- Register on joint services support website and track hours volunteered monthly or at least quarterly

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**VOLUNTEER SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**COMMANDER or their Representative:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

Revised: 5/2015



**SOUTH DAKOTA NATIONAL GUARD – SERVICE MEMBER & FAMILY SUPPORT (SMFS)  
FAMILY SPONSORSHIP REPRESENTATIVE VOLUNTEER POSITION**



**Position Objective:** Primary mission of the Family Sponsorship Representative is reaching out to new families and welcoming them to the unit. It may be a phone call, letter, or visit. Serve as statutory volunteer in an official capacity in direct support of unit Family Readiness Group (FRG) operations.

**Responsible To:** Unit FRG Lead Volunteer, Unit commander or their representative, unit’s Family Readiness Support Assistant (FRSA)

**Knowledge, Skills and Abilities Required:**

- Believe in and supports the Family Readiness Program and knowledge of unit structure
- Good telephone / communication skills
- Enthusiastic people person
- Positive attitude
- Maintains confidentiality and privacy
- Complete volunteer application/orientation process
- Take appropriate training for position and update periodically as needed

**Time Commitment:** Approximately 1 hour per month, dependent on deployment status or scheduled activities and events.

**Major Responsibilities:**

- Coordinates with FRG Lead Volunteer or Unit Family Readiness Representative to get names and contact information for incoming families, new to the unit
- Prepares a welcome letter to new family members with unit and FRG information, places with sponsorship packet received from unit’s FRSA and mails to new families
- Calls new families to welcome to the unit and invite to upcoming FRG events and activities
- Directs families with questions or concerns to unit or State Family Assistance Center at 1-800-658-3930
- Reports any problems, concerns or questions from Family members to FRG Leader
- Checks to ensure necessary follow up is completed for families requesting information or requiring assistance
- Documents family contact in unit commander’s Family Readiness Binder (Tab 7 - Family Sponsorship)
- Register on joint services support website and track hours volunteered monthly or at least quarterly

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Revised: 5/2015



**SOUTH DAKOTA NATIONAL GUARD – SERVICE MEMBER & FAMILY SUPPORT  
(SMFS)  
FAMILY READINESS GROUP (FRG) SECRETARY POSITION**



**Position Objective:** Take accurate notes of FRG meetings and maintain for future reference and historical purposes. Serves as a statutory volunteer in an official capacity in direct support of unit FRG operations.

**Responsible To:** FRG Lead Volunteer, Unit Commander, unit's Family Readiness Support Assistant (FRSA)

**Knowledge, Skills and Abilities Required:**

- Ability to take accurate notes and keep records
- Able to maintain confidentiality
- Complete volunteer application/orientation process
- Take appropriate training for position and update periodically as needed

**Time Commitment:** Approximately 2 to 4 hours per month, dependent on deployment status and other scheduled activities during drill weekends

**Major Responsibilities:**

- Records accurate minutes of meetings
- Distributes meeting minutes to FRG Lead Volunteer and newsletter publisher
- Maintains a FRG binder with copies of meeting minutes, agendas, sign-in sheets, evaluations and other pertinent FRG information
- Sends thank you notes as determined by FRG leader
- Register on joint services support website and track hours volunteered monthly or at least quarterly

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**VOLUNTEER SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**COMMANDER or their Representative:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

Revised: 5/2015



**SOUTH DAKOTA NATIONAL GUARD – SERVICE MEMBER & FAMILY SUPPORT  
(SMFS)  
NEWSLETTER PUBLISHER VOLUNTEER POSITION**



**Position Objective:** Primary mission of the newsletter publisher is to provide unit families current information and education about benefits, activities, programs and services available. Serve as statutory volunteer in an official capacity in direct support of unit Family Readiness Group (FRG) operations.

**Responsible To:** Unit FRG Lead Volunteer, Unit commander or their representative, unit's Family Readiness Support Assistant (FRSA)

**Knowledge, Skills and Abilities Required:**

- Believe in and supports the Family Readiness Program and knowledge of unit structure
- Editorial skills, spelling, grammar; ability to write articles, creative
- Organizational skills
- Complete volunteer application/orientation process
- Take appropriate training for position and update periodically as needed

**Time Commitment:** Approximately 5 hours per month during deployment or quarterly during non deployment dependent or scheduled activities and events.

**Major Responsibilities:** Designs newsletter with submissions and input from the Family Readiness Group, Commander, Lead Volunteer and unit's FRSA.

- Encourages other FRG members to contribute information and articles for publication
- Provides copies of draft newsletters to Lead Volunteer, commander, and unit's FRSA for editing and approval
- Reproduces newsletter after final editing and approval
- Assists FRG Lead Volunteer with mailing and or emailing of newsletter
- Send copy of newsletter to unit's FRSA and file a copy in unit commander's Family Readiness binder (Tab 8)
- Register on joint services support website and track hours volunteered monthly or at least quarterly

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**COMMANDER or their Representative:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

Revised: 5/2015



**SOUTH DAKOTA NATIONAL GUARD – SERVICE MEMBER & FAMILY SUPPORT  
(SMFS)  
TELEPHONE TREE CHAIRPERSON VOLUNTEER POSITION**



**Position Objective:** Primary missions of the Telephone Tree Chairperson:

- Ensure the FRG's Phone Tree is created, maintained, and tested
- Recruits phone tree key callers and ensures trained
- Serve as statutory volunteer in an official capacity in direct support of unit FRG operations

**Responsible To:** Unit commander or their representative, State Family Readiness Director or their representatives, unit's Family Readiness Support Assistant (FRSA)

**Knowledge, Skills and Abilities Required:**

- Good organizational and people skills
- Excellent telephone / communication skills
- Concern and empathy for others; calm under stress, positive attitude
- Maintains confidentiality and privacy
- Complete volunteer application/orientation process
- Take appropriate training for position and update periodically as needed

**Time Commitment:** Approximately 2 -3 hours per month, dependent on deployment status or scheduled activities and events.

**Major Responsibilities:**

- Requests unit family telephone tree from unit's FRSA (prints from Guard network). Tree is created from the Family data forms (SDNG 600-12-11) completed by the service members
- Files completed phone tree in the unit commander's Family Readiness binder, Tab 3
- Ensures each service member has one contact on the phone tree as indicated by their Primary Point of contact on their Family data form (SDNG 600-12-11)
- Recruits Phone Tree Key Callers and ensures they have proper training
- Ensures phone tree key callers have calling cards (if needed) provided by Service Member & Family Support
- Updates phone tree with new unit Families and any changes found when making calls, removes those who leave the unit
- Forwards calling script created by Lead Volunteer to key callers **via email**
- Fields calls from phone tree key callers with questions
- Keeps a log of calls made and received and their results from all key callers
- Reports any problems, concerns or questions reported from key callers from Family members to the FRG Lead Volunteer
- Directs families with questions or concerns to appropriate resources or to Family Assistance at 1-800-658-3930
- Ensures necessary follow up is completed for those Families requesting information or requiring assistance
- Register on joint services support website and track hours volunteered monthly or at least quarterly

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Revised: 5/2015



**SOUTH DAKOTA NATIONAL GUARD – SERVICE MEMBER & FAMILY SUPPORT  
(SMFS)  
TELEPHONE TREE KEY CALLER VOLUNTEER POSITION**



**Position Objective:** Primary mission of the Telephone Tree Key Caller is to call unit families on their assigned portion of the phone tree to deliver important unit/FRG information. Serve as statutory volunteer in an official capacity in direct support of unit FRG operations.

**Responsible To:** Phone Tree Chairperson, FRG Lead Volunteer, Unit Commander, unit's Family Readiness Support Assistant (FRSA)

**Knowledge, Skills and Abilities Required:**

- Excellent telephone / communication skills
- Concern and empathy for others; calm under stress, positive attitude
- Maintains confidentiality and privacy
- Complete volunteer application/orientation process
- Take appropriate training for position and update periodically as needed

**Time Commitment:** Approximately 2 -3 hours per month, dependent on deployment status or scheduled activities and events.

**Major Responsibilities:**

- Secures calling card (if needed) to cover calling expenses prior to calling
- Calls families on their assigned portion of phone tree utilizing a script received via email from Phone Tree Chairperson
- Completes calling in a timely manner. If unable to complete calls, notifies Phone tree Chairperson immediately so that another caller can complete calls
- Keeps log of calls made and received and their results
- Directs families with questions or concerns to appropriate resources or to Family Assistance at 1-800-658-3930
- Reports problems, concerns or questions from family members to Phone Tree Chairperson
- Ensures necessary follow up is completed for families requesting information or requiring assistance
- Makes "We Care" (wellness) calls as scheduled normally during deployment
- Informs Phone Tree Chairperson of updates to their portion of the phone tree when Families have changes
- Welcomes new families assigned to their portion of the phone tree group
- Register on joint services support website and track hours volunteered monthly or at least quarterly

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Revised: 5/2015



**SOUTH DAKOTA NATIONAL GUARD – SERVICE MEMBER & FAMILY SUPPORT  
(SMFS)  
VOLUNTEER ACTION COMMITTEE (AWARDS)  
VOLUNTEER POSITION**



**Position Objective:** Primary mission of the Volunteer Action Awards Committee is to support the State Family Program Director in order to maintain a Family Readiness Awards Program within the state to help recognize deserving volunteers and organizations. Serve as statutory volunteer in an official capacity in direct support of the National Guard SMFS.

**Responsible To:** State Family Program Director or their representative and Senior Family Readiness Support Assistant (FRSA)

**Knowledge, Skills and Abilities Required:**

- Believe in and support the National Guard Family Readiness Program
- Enthusiastic and positive with good communication and interpersonal skills
- Complete volunteer application/orientation process
- Take appropriate training for position and update periodically as needed

**Time Commitment:** Approximately 1 hour per month

**Major Responsibilities:** On behalf of State Family Program Director, assist FRSA's in developing and maintaining an awards and recognition program for Family Readiness Volunteers supporting SD National Guard

- Review and update the awards packet as needed in order to keep it current and progressive
- Simplify awards nomination form to entice more nominations from the field
- Set and monitor timelines for submission of awards.
- Serve on awards selection committee once nominations are received
- Market the program to units, commands, and volunteers
- Help develop a recognition program for volunteers – creating a calendar of special events for recognition throughout the year such as National Volunteer Week
- Explore other awards programs and tap into them – Presidential Service Awards
- Gain knowledge about current military awards available for volunteers, and educate others.
- Help develop an education packet on “how to” write awards and field it
- Register on joint services support website and track hours volunteered monthly or at least quarterly

NOTE: The above statements are intended to describe the general nature and level of work required of this position; however, there may be other responsibilities, duties and skills required.

For further guidance/support, contact your MACOM FRSA at 605-737-6089 / 737-6310 or 357-2970 or email at [ng.sd.sdarng.list.frsa@mail.mil](mailto:ng.sd.sdarng.list.frsa@mail.mil)

**VOLUNTEER SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**COMMANDER or their Representative:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Revised: 5/2015**



## SOUTH DAKOTA NATIONAL GUARD – SERVICE MEMBER & FAMILY SUPPORT (SMFS) Yellow Ribbon Event Support



### Greeter/Guide

**Position Objective:** Welcome Attendees to the Event, direct attendees to registration, child care, class rooms, provider booths

**Responsible to:** Team Lead, & Yellow Ribbon event coordinator

#### **Description of Duties:**

1. Welcome all attendees as they arrive to the event.
2. Know locations of restroom facilities, restaurants, elevators, class rooms, child care and youth activity rooms and other event location points of interest
3. Answer questions and refer issues to the appropriate staff.
4. Principles of Professionalism are to be maintained at all times.

**Time Commitment:** Appropriate training offered (Onsite Pre-Event) and approximately 2-3 hours of intermittent work (during event )

#### **Suggested Qualifications:**

- Outgoing personality
- Good communication skills

### Registration/Event Support

**Position Objective:** Assist at the Registration table, would arrive one hour ahead of attendee registration to be briefed on the registration process. This important position requires attention to detail in the midst of all the chaos!

**Responsible to:** Team Lead & Yellow Ribbon event coordinator

#### **Description of Duties:**

1. Follow direction of staff to assure all registration materials are legible and completed.
2. Be available for late arrivals.
3. Keep track of all attendees who have picked up registration materials
4. Redirect all attendees with Registration issues (i.e. Misspelled Name tags, missing welcome packet) to paid staff.
5. Obtain signatures of all attendees (youth & adult) on the media release.
6. Principles of Professionalism are to be maintained at all times.

**Time Commitment:** Appropriate training (Onsite Pre-Event) and approximately 2 hours (Saturday) of work during Event.

#### **Suggested Qualifications:**

- Organizational skills
- Basic computer skills
- Outgoing personality
- Good communication skills



## SOUTH DAKOTA NATIONAL GUARD – SERVICE MEMBER & FAMILY SUPPORT (SMFS) Yellow Ribbon Event Support



### Classroom Facilitation

**Position Objective:** Provide assistance to presenter as required.

**Responsible to:** Team Lead & Yellow Ribbon event coordinator

**Description of Duties:**

1. Be in classroom 15 minutes prior to greet attendees and handout surveys for each Class.
2. Ensure training room is set up and ready before session begins, and that equipment is turned on and power point is up and running.
3. Ensure the necessary training materials are available before each class.
4. Facilitate training as directed by presenter (i.e., run PowerPoint, transcribe onto butcher block paper).
5. Thank attendees as they exit the class and collect all surveys.
6. Clean and police room at the end of each session.
7. Principles of Professionalism are to be maintained at all times

**Time Commitment:** Appropriate training (Onsite Pre-Event) and approximately 2-4 hours per day (Saturday and Sunday) of work during Event.

**Suggested Qualifications:**

- Organizational skills
- Understanding of computer programs such as PowerPoint, Excel, Word

### Prep

**Position Objective:** Prepare and organize all printed materials and items required for that day or the following day's events

**Responsible to:** Team Lead & Yellow Ribbon event coordinator

**Description of Duties:**

1. Organize materials by day of use.
2. Ensure that materials (handouts) are delivered to classrooms when required, track and post schedule of supplies.
3. Prepare and post list of what additional items (i.e. books) that are required for Sessions or booths.
4. Principles of Professionalism are to be maintained at all times.

**Time Commitment:** Appropriate training (Onsite Pre-Conference) and approximately 2-3 hours per day (Saturday and Sunday) of work during Event.

**Suggested Qualifications:**

- Outgoing personality
- Good communication skills
- Computer skills