

SUBJECT: EMPLOYMENT OPPORTUNITY IN THE FAMILY LIAISON
OFFICE: SUPPORT SERVICES OFFICER

1. The following is an announcement of a vacancy in the Family Liaison Office (M/DGHR/FLO). Please pass to the CLO Coordinator and to all family members.

2. Title: Support Services Officer, Family Liaison Office (M/DGHR/FLO), GS-12, full-time, 2-year limited appointment, excepted service, schedule A.

3. Summary: The incumbent of this full-time position operates under the general direction of the Deputy Director of the Family Liaison Office and is responsible for developing and coordinating programs and support services for employees and family members in the following areas: evacuations from overseas posts; security-and crisis-related concerns; separated family members (death, divorce, other separations); and special projects designated by the Director.

4. Major Duties:

(A) In coordination with the regional bureau concerned, provides support services to employees and family members evacuated from overseas posts. Works with the post, the bureau and other affected agencies prior to an evacuation to prepare employees and family members for a sudden or planned departure from post. Initiates and maintains frequent communication with evacuees and their family members throughout the crisis. Organizes briefings for evacuees by department offices as requested. Conducts training sessions on evacuation/evacuation preparedness at the Security Overseas Seminar, CLO Training and to other groups as required. Supervises and guides efforts of the evacuated post Community Liaison Office Coordinator working in FLO while on evacuation status.

(B) Researches policy issues surrounding evacuations and advocates changes in regulations and practice, both in Washington and at posts abroad, that will enhance management's services to evacuees and evacuated posts.

(C) Serves as the primary coordinating officer for all crisis and security related issues pertaining to family members living overseas and support issues for family members who have employees serving at unaccompanied posts and are on ISMA (Involuntary Separate Maintenance Allowance). Advises the M/DGHR/FLO Director on policy issues, works with the Bureau of Diplomatic Security, the Operations Center, Crisis Management Exercise Team and other offices to develop and implement training programs in these areas. Trains employees and family members in the Security Overseas Seminar and Regulations, Allowances and Finances; coordinates Crisis Management Training for CLO Coordinators. Monitors

Homefront, a listserv for family members on ISMA.

(D) Interprets policy, advocates for, and provides referrals as necessary to employees and family members experiencing evacuations, divorce, death, hostage taking, or separate maintenance (voluntary or involuntary), and is responsible for collecting, analyzing, and translating regulations and benefits pertaining to separated family members in order to advise them on their rights and benefits vis-à-vis the Foreign Service.

(E) Develops and implements programs in other areas at the request of the Director.

5. Qualifications (ranking factors): Must be a U.S. citizen and have a minimum of six years of experience which provided opportunity to gain and demonstrate:

(A) First-hand familiarity with special needs and problems of Foreign Service employees and family members primarily gained through having lived in Foreign Service communities abroad.

(B) Ability to provide guidance to individuals in crisis.

(C) Ability to develop and manage program activities.

(D) Ability to analyze and evaluate problems, to develop and implement solutions to them, and to interpret and apply appropriate regulatory material.

(E) Editing, research, and writing experience which includes gathering, organizing, and synthesizing large amounts of regulatory material.

(F) Ability to design and deliver adult training, conduct group discussions, address audiences, and interact with officials of the foreign and civil service agencies on all levels.

Computer literacy and skills with data based programs are also essential. Training will be available.

6. How To Apply:

Interested individuals may submit one of the following: an Optional Application for Federal Employment (OF-612), an SF-171, a resume or any other written format (see important instructions for submitting a resume at the end of this announcement).

In addition, each candidate must submit a separate supplemental statement that addresses each ranking factor and explains in detail how the applicant's experience (paid or unpaid), education or special

training relates to those qualifications and ranking factors (see number 5 under Additional Information). Applications, which are incomplete or mailed in postage-paid government envelopes, will not be considered.

Send applications to Ms. Brenda Marshall, HR/EX, Room H-726, Department of State, Washington, D.C. 20520. Applications may also be faxed to Ms. Marshall on (202) 663-2371. The application must be received by close of business, Friday, November 5, 2004. If there are any questions regarding this announcement, please call Faye Barnes, Director, M/DGHR/FLO, on (202) 647-1076. Overseas applicants may want to email, cable, or fax (202-647-1670) their intention to apply to Ms. Barnes.

Evaluation Method: Determination of basic eligibility and evaluation of the applicant's experience, education and training will be based solely on a review of the federal application or resume. It is imperative that the written information provided be in sufficient detail to permit accurate evaluation of eligibility and background as they relate to the qualification requirements listed in the announcement. Competition for vacancies in the Family Liaison Office is very keen. Generally, only the top 3 to 5 best-qualified candidates will be referred for interview.

Additional Information. Please note that all positions in the Family Liaison Office are in the excepted service; neither previous government experience nor executive order eligibility is a prerequisite. However, candidates with government experience or eligibilities should document such experience to assist in proper evaluation of their application. Therefore:

- A) All current Federal employees and reinstatement eligibles must submit a current performance appraisal and a SF-50 showing proof of competitive status. (If a current performance appraisal does not exist, a form DS 1812 (Applicant Appraisal) or equivalent form from another agency, signed by the current supervisor, is acceptable, or if the performance appraisal of record does not fully address the ranking factors, the DS 1812 may be submitted.)
- B) All non-competitive eligibles must submit proof of eligibility.
- C) All applicants claiming veterans' preference must provide proof of eligibility.
- D) All other applicants (non-status) must submit information identified above.
- E) All applicants must submit information that addresses the ranking factors (Qualifications) in this announcement.

F) All applicants should submit SF-181, Race and National Origin Form (for statistical purposes only).

Privacy Act Information: The Office Of Personnel Management and other Federal agencies rate applicants for Federal jobs under the authority of Sections 1104, 1302, 3301, 3304, 3320, 3361, 3393, and 3394 of Title 5 of the United States Code. The information requested is needed to evaluate your qualifications. Other laws require inquiring about citizenship, military service, etc.

Information for those who wish to submit a resume: Please note that although neither the format nor a particular application form is specified, there is certain information that applicants must provide in order to determine if the legal requirements for Federal employment have been met and to evaluate one's qualifications. If a resume format is used, it must contain the following information for the applicant to be considered for the position.

Personal and Educational Information: 1. Full name, mailing address (with zip code) and day and evening phone numbers, including area code; 2. Social security number; 3. Country of citizenship (most Federal jobs require U.S. citizenship); 4. Veterans' preference (proof of eligibility required); 5. Highest Federal civilian grade held, including series, beginning and ending dates; 6. Name, city and state of last high school attended and date of diploma or GED; 7. Name and state of colleges and universities attended, major fields of study, type and year of any degrees received (if no degree, show total number of credits earned and indicate whether they are in quarter or semester hours).

Work Experience and Other Qualifications: Applicants must provide information on their work experience, both paid and non-paid, that is related to the position for which they are applying, including: 1. Job title (series and grade if Federal employment); 2. Duties and accomplishments; 3. Employer's name and address; 4. Supervisor's name and telephone number (indicate if we may contact your current supervisor); 5. Starting and ending dates of employment (month and year); 6. Hours worked per week; 7. Salary; 8. Any other qualification, including: job-related training (title and date of course); skills (e.g., Languages, typing speed, tools, machinery, computer software/hardware); current licenses; or honors, awards and special accomplishments (e.g., honor societies, publications); 9. Early availability may be a factor; 10. Candidates may wish to include an email address.