

## Addendum 1

CLO is mandatory ICASS package and as such serves all participating USG agencies at post. The CLO is a rated ICASS service provider whose base constituency includes all direct-hire employees and family members. The latter includes members of household (MOHs) who accompany personnel to post but are not included on official orders. Program responsibility extends to constituent posts without a CLO. The CLO program regularly includes the expanded Mission community to incorporate TDYers, contractors, and LE Staff.

### Scope of Program:

The CLO is responsible for developing and managing a program based on community demographics and post-specific needs. Development and implementation of the program has direct impact on post morale and affects overall work performance, productivity, retention, community spirit, and individual and family well-being in a foreign environment. The CLO develops evaluation criteria and conducts periodic surveys to assess program efficacy. Based on analysis of formal and informal surveys, the CLO develops and implements a long-range program plan that outlines goals to maintain and enhance morale at post.

### Complexity of issues:

On a daily basis, the CLO provides support and guidance to client(s) on quality of life issues under the broad portfolio of CLO responsibility. These issues reflect the broader challenges endemic to the FS lifestyle and are specifically influenced by environmental factors at post. As caregiver, the CLO deals with complex and emotionally-charged issues that require sound judgement and thoughtful response. The host country social and work environments as well as political stability and infrastructure further define the challenges to community morale that the CLO must address.

The major duties of the CLO are defined in eight areas of responsibility; employment liaison, crisis management and security liaison, education liaison, information and resource management, guidance and referral, welcoming and orientation, community liaison, and events planning. The CLO develops and administers a program plan across the 8 areas, which is client-driven and responsive to post-specific needs.

#### 1) Employment Liaison:

- Advocate for family member employment opportunities within the Mission and on the local economy and recommend policy initiatives to post management.
- Advertise employment opportunities within the Mission and on the local economy.
- Serve on the Post Employment Committee and advocate for family member preference and a formalized post hiring policy.
- Promote negotiation of reciprocal bilateral work agreements.
- Encourage and facilitate alternative employment options such as telework and home-based businesses.
- Organize and facilitate career planning workshops and employment seminars for family members.
- Inform family members on EFM employment programs managed by the DOS.
- Inform family members on employment resources within the DOS.
- Encourage and assist family members to apply for functional training.
- Administer the post Summer Hire Program.
- Coordinate and maintain post's Family Member Employment Report (FAMER).
- Publicize FLO employment database, the Resume Connection. (on hold)

#### 2) Crisis Management and Security Liaison:

- Relay critical security information between post management and the community.
- Represent the interests and concerns of community members when security or crisis situations arise.
- Serve on the Emergency Action Committee with primary responsibility for rumor control.
- Work with RSO to organize security briefings, contingency planning seminars, and town meetings to disseminate information and ensure emergency preparedness.
- Develop and maintain a warden system database for all employees and family members that include safehaven information.
- Provide and explain evacuation regulations and allowances to community members.
- Provide departure and safehaven information to FLO during an evacuation.
- Work in the FLO Office as an evacuated CLO as circumstances and funding permit.
- Crisis aftermath -work with post management to rebuild the community.

#### 3) Education Liaison:

- Establish and maintain liaison with schools used by post families.
- Provide information and referral service on educational options available to employees and family members at post. Provide current information and resources on overseas schools, Washington area schools, boarding schools, education allowances, special needs resources, home schooling, distance learning, adult education opportunities and child care issues.
- Facilitate programs that support students and youth at post.
- Prepare annual School Summary Reports for the Office of Overseas Schools and the annual Child Care Report for FLO.

#### 4) Information and Resource Management:

- Gather, maintain and disseminate information to the community, post management, and appropriate functional offices in the Department.

- Pursue and develop resources within and outside the Mission to best serve constituent needs.
- Establish and maintain a community resource center that includes Internet/Intranet access.
- Develop client database and CLO page on post website.
- Market the CLO program to the community and post management to garner support for programs.
- Submit semi-annual activity report to FLO.
- Submit updated post information to OBC.
- May require drafting e-mails, making phone calls, and doing Internet search.
- Maintain, update and expand information on the CLO web site.
- Design and distribute special surveys and compile information for dissemination to community.
- Manage the office filing system and resource files.
- Answer phones, greet and assist visitors with materials available in the CLO office.
- Write, design and publish support publications such as the weekly Community Newsletter, newcomer package information and handouts, etc.

5) Guidance and Referral;

- Provide confidential support to individuals and groups within the community (divorce, spouse/child abuse, adoption, death, mental health concerns).
- Utilize available resources to address concerns and meet needs.
- Recommend referrals as appropriate.
- Represent individual and/or collective concerns to post management as appropriate and help formulate solutions and family friendly policies.

6) Welcoming and Orientation:

- Provide pre and post arrival information and resources to ensure successful acclimation to post environment.
- Organize and maintain an effective sponsorship program.
- Organize post welcome activities.
- Coordinate official post orientation program.
- Coordinate reentry workshop for departing employees and family members.

7) Community Liaison:

- Establish and maintain an effective working relationship with all agencies and sections of the Mission.
- Pursue and develop effective working relationship with local community organizations and resources that benefit members of the post community and enhance quality of life at post.
- Serve as community representative on Mission committees (IAHB, EAC, PEC and Commissary Association).
- Attend country team and regularly scheduled briefings with MANAGEMENT and the AMB or DCM.
- Establish a CLO Advisory Board to assist in defining program goals.
- Develop an effective working relationship with CLOs from other English-speaking Missions.

8- Events Planner:

- Coordinate the development and implementation of relevant programs to enhance post morale in the following three categories: U.S. traditions, Host Country culture, and social, educational and recreational activities.
- Encourage volunteerism through community outreach.
- Facilitate morale-enhancing seminars and workshops organized by other groups or individuals at post.

ADDITIONAL SELECTION CRITERIA: Must be able to obtain and hold a Top Secret Security Clearance.

15.f. SKILLS AND ABILITIES

- Ability to analyze and define long term goals, determine effective use of resources, and implement programming responsive to community needs.
- Ability to recognize, evaluate, and manage potential conflicts inherent to serving the needs of a diverse community.
- Ability to deal with all levels of post management in the identification and resolution of morale issues and implementation of responsive policies.
- Ability to coordinate with other elements of the Mission to ensure program success.
- Ability to develop and maintain effective contacts in local business, educational, and service communities.
- Ability to listen and respond to quality of life concerns in a professional and sensitive manner. The CLO is a caregiver who often deals with issues that are subjective in nature and relate directly to overall mental and physical well-being of the client (s) or community as a whole.

Other skills: Proficient in Microsoft office applications (Publisher, Word, Access, Excel and Outlook) is required.

Interpersonal Skills: Excellent interpersonal skills and the ability to work cooperatively with others are required.

16.a. SUPERVISION RECEIVED

The CLO reports directly to the Management Counselor Officer. The employee and supervisor develop a mutually acceptable project plan that includes identification of work requirements, scope of program, and time lines for

completion. Within the parameters of this plan, the CLO functions independently and has responsibility for implementation and administration of the program.

The CLO functions independently when responding to client or collective issues. Frontline responses to sensitive or complex issues requires immediate assessment of the gravity of the situation and a timely response to the client(s) as to the appropriate initial action. This necessitates mature and measured judgement on the part of the CLO until he or she can subsequently inform the supervisor of potentially controversial issues with individual or widespread impact. In responding to quality of life issues and concerns, the ramifications of faulty advice or inappropriate course of action may be seriously detrimental to final resolution and have larger morale implications. In this capacity, the CLO is a front-line responder. For performance evaluation purposes, the rating officer is the Management Counselor and the reviewing officer is the DCM. At posts where the CLO reports to the Management Officer, the reviewing officer is the Management Counselor.

Participation in post committee/boards:

The CLO is a full member of the Management staff team, attends regularly scheduled Management meetings and meets one on one with the Management Officer/Counselor on a regular basis. The CLO attends country team and is a member of the EAC, PEC, IAHB, and association board at post. The CLO meets on a regular basis with the Ambassador or DCM and organizes the CLO Advisory Board at post, which serves as a sounding board and assists in defining CLO program objectives.

Program funding responsibilities:

Federal law prohibits the use of appropriated funds to support the CLO program. The CLO Coordinator works with other organizations at post to defray the cost of programs that are not self-supporting, to obtain advance funding for activities. CLOs with supportive and viable employee associations at post submit an annual or semi-annual budget proposal request for financial support. The CLO may also organize in-house fund-raising activities in support of programs.