

## **Position Description**

### **Co-Community Liaison Office (CLO) Coordinator**

#### **Basic Function of the Position:**

Reporting directly to the Management Officer, the Community Liaison Office Coordinator (CLO) is responsible for developing and managing a program based on community demographics and post-specific needs to maintain/improve morale and quality of life for the Mission community through information and referral services, cultural and recreational programs and counseling. Incumbent must also create and publish the Mission's bi-weekly community newsletter, the "Rice and Courier".

#### **Major Duties and Responsibilities:**

The 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. 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 MGMT 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.

## **2. 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 and consolidate written resource materials under welcome/orientation/reentry, as well as other areas of CLO responsibility.
- 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.
- Create and publish the Mission's bi-weekly community newsletter, the "Rice and Courier".

## **3. 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.

#### **4. Events Planning:**

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

#### **5. 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 info 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.

## **6. 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 Report for the Office of Overseas Schools and the annual Child Care Report for FLO.

## **7. 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.

## **8. 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)

### **Skills and Abilities**

1. Ability to analyze and define long-term goals, determine effective use of resources, and implement programming responsive to community needs.
2. Ability to recognize, evaluate and manage potential conflicts inherent to serving the needs of a diverse community.
3. Ability to deal with all levels of post management in the identification and resolution of morale issues and implementation of responsive policies.
4. Ability to coordinate with other elements of the Mission to ensure program success.
5. Ability to develop and maintain effective contacts in local business, educational, and service communities.
6. 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.
7. Skill in standard office operating software.
8. Skill in oral and written English communication.