

**Key Support Liaison Position Description**

**The Key Support Liaison (KSL) is a volunteer selected and appointed in writing by the Unit Commander (CC) to act as an official unit readiness representative.**

**The KSL serves as a trusted agent between unit leadership and families.**

**The KSL works with unit Commander’s Key Support Team to plan, coordinate and execute the unit CKSP through two-way communication and community information and referral.**

**The KSL serves as the focal point for communication with spouses/families and actively markets the program through visibility at unit CC calls, unit or base events, and by deliberate communication through phone, e-mail or social networks. Through leadership and community connections, the KSL effectively communicates unit information and community resources to families. The KSL is an advocate for families.**

**Through two-way communication and a direct connection to unit leadership via deliberate and regular meetings and interactions, the KSL, alongside the KSM, advocates for unit needs and concerns, and assists the CC in identifying unit strengths and challenges.**

**All KSLs/KSMs are volunteers and accountable to the CC (or designee), not another KSL/KSM; thus both have equal status regardless of their experience level or time of service and one is not to be appointed as lead or supervisor over another.**

**In an official capacity, the KSL collaborates with the unit CKS Team to build or maintain a unit communication roster with basic family contact information needed to communicate with unit families. KSL volunteers are, IAW 10 USC 1588, required to comply with the Privacy Act of 1974 (10 USC 552(A) (C)), and as such, providing KSLs with access to Privacy Act Information is not a prohibited disclosure as long as the disclosure is in connection with the performance of official duties as a Key Support Liaisons; and information is protected by utilizing the Privacy Act of 1974 cover sheet.**

**KEY SUPPORT LIASION DUTIES AND RESPONSIBILITIES:**

* **Provide peer-to-peer support to unit families**
* **Serve as communication link between unit leadership and families**
* **Offer information/referral to families on community agencies and resources**
* **Recruit and encourage new Air/Space Force spouses to attend Heart Link or new spouse orientation**
* **Protect personal identifying information (PII) and will comply, IAW 10 USC 1588, with the Privacy Act of 1974 (10 USC 1588(d) (C))**
* **Will use Privacy Act of 1974 cover sheet**
* **Welcomes new families to the unit and cultivates relationships within the unit**
* **Actively participates in unit and installation functions**
* **Tracks volunteer hours and information disseminated**
* **Submits resignation to unit CC when necessary**



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**DESIRED QUALITIES:**

**Effective oral and written communication skills; ability to adhere to privacy and confidentiality guidelines; willingness and ability to complete required training; a positive outlook on the military lifestyle; willingness to support new and experienced military**

**spouses; is empathetic and caring and has keen organizational skills and attention to detail.**

**REQUIRED TRAINING:**

1. **One-time completion of standardized KSL Initial Training (5 Modules, 3 hrs.) virtually or in person were available**
2. **Immersion Training (1 hr.) required when completing the initial training virtually and when PCSing into a new installation and resuming duties as a KSL; signed appointment letter by a unit commander required**
3. **To remain current on community programs/resources for families, it is highly recommended that KSLs participate in quarterly continuing education/networking opportunities provided by the M&FRC**
4. **Annual Suicide Awareness Training**
5. **Annual Sexual Assault Prevention and Response (SAPR) Training**