

# Key Support Mentor Position Description

The KSM is a volunteer, selected and appointed in writing by the unit (CC) to act as an official unit readiness representative. The unit CC may choose whomever he/she deems qualified to perform as a KSM. There is no requirement for a KSM to be the unit CC's spouse, nor a requirement for the KSM to have previously served as a Key Support Liaison (KSL). The KSM serves as a trusted agent between unit leadership, its members, and families. The KSM works with the Commander's Key Support (CKS) Team to plan, coordinate, and execute the units Commander's Key Support Program (CKSP).

A KSM is an effective representative and a knowledgeable role model for the CKS Team and unit families. It is the KSM's years of personal first-hand experience of the military lifestyle and specialized skills of advocacy, influence, community awareness, Department of the Air Force (DAF) connections, along with the DAFs vision and priorities that make KSM volunteers ideal for this position.

Through two-way communication and a direct connection to unit leadership via deliberate and regular meetings and interactions, the KSM (alongside the KSL) advocates for unit needs and concerns, as well as 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.

KSM volunteers are, IAW 10 USC 1588, required to comply with the Privacy Act of 1974 (10 USC 1588(d) (C)), and as such, providing KSMs 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 KSM and information is protected by utilizing the Privacy Act of 1974 Cover Sheet.

## KEY SUPPORT MENTOR DUTIES AND RESPONSIBILITIES:

- Mentor the unit KSL(s) (share experiences, advise, provide support/encouragement)
- Actively participate in unit and installation functions
- Offer information/referral to families on community agencies and resources
- Protect personal identifying information (PII) and will comply, IAW 10 USC 1588, with the Privacy Act of 1974 (10 USC 1588(d) (C)) and Will use Privacy Act Coversheet
- Help unit leadership recognize and show appreciation to unit KS(s)
- Recruits and encourages new Air Force spouses to attend Heart Link/new spouse orientation
- Track volunteer hours and information disseminated
- Submit resignation to unit CC when necessary

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## **DESIRED QUALITIES:**

Excellent oral and written communication skills; ability to plan and organize; high functioning knowledge of installation agencies, units, senior DAF leadership, and spouse networks, or quickly establish a knowledge of; ability to work cooperatively with unit KS(s), the CKS team and installation KSL/KSMs; adhere to privacy and confidentiality guidelines; has ability to avoid conflict of interest; a positive outlook on the military lifestyle; ability and willingness to complete required training; possesses strong self-awareness; prepared to support new and experienced military spouses.

## **REQUIRED TRAINING:**

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