

Military OneSource Program
Position Description Matrix – Amendment 1
Attachment 46

NOTE: This is a summary of the various positions identified in the solicitation along with descriptive material about the position and qualification requirements. At the end of each item in the Position Description column, there is a parenthetical reference to the source of information from the PWS or Section J Attachment. The Position Description column does not necessarily represent all the requirements of the solicitation. Offerors should not solely rely upon this summary to formulate a proposal.

Position	Position Description
Triage Consultants	<ol style="list-style-type: none"> 1. The triage consultants shall be available 24/7, to provide expert consultation, education, information, and referral services. These services shall be consultative in nature; solicitation of any type is prohibited under this contract. (1.1.3) (J3 – p.19) 2. Must be U.S. citizens and must speak fluent English. (1.1.4) 3. The Call Center triage consultants answering the telephones shall have, at minimum, a Master’s degree from an accredited graduate program in a mental health related field such as social work, psychology, marriage/family therapy, or counseling, possess strong customer service skills, knowledge of call center operations, and knowledge and understanding of the military lifestyle. (4.2.1)
Call Center Supervisors	<ol style="list-style-type: none"> 1. Must be U.S. citizens and must speak fluent English. (1.1.4) 2. Call Center supervisors shall have, at a minimum, three years recent and relevant practical supervisory experience and a Master’s degree from an accredited graduate program in a mental health related field such as social work, psychology, marriage/family therapy, or counseling. (4.2.1) 3. Supervisors will hold a current, valid unrestricted counseling license/certification from any of the fifty states, the District of Columbia, a U.S. Commonwealth, or a U.S. Territory that grants the authority to provide counseling services as an independent practitioner in their respective fields. (4.2.1) 4. Supervisors are preferably a Certified Employee Assistance Professional (CEAP) and have demonstrated counseling competence preceding their employment with the MOS Program. (4.2.1) 5. Network provider supervisors must have a minimum of two years full-time counseling experience post-licensure; documented counseling supervision, oversight and management experience; and demonstrated current counseling competence and preferably a CEAP having demonstrated counseling supervisory competence preceding their employment with the MOS Program. (5.9.4)

<p>Non-Medical Counselors</p>	<ol style="list-style-type: none"> 1. Must be U.S. citizens and must speak fluent English. (1.1.4) 2. Non-medical counselors shall have a least a Master’s degree from an accredited graduate program in a mental health related field such as social work, psychology, marriage/family therapy, or counseling, hold a current valid unrestricted counseling license/certification from a State, the District of Columbia, a U.S. Commonwealth, or a U.S. Territory that grants the authority to provide counseling services as an independent practitioner in their respective fields and possess demonstrated counseling competence preceding their employment with the MOS Program. (5.9.2)(J3 – p.13) 3. All counselors must be licensed, certified, properly credentialed to perform this requirement and be compliant with the commercial industry accepted standards for the performance of EAP programs and non-medical counseling program guidance and scope requirements. (5.9.2) 4. Credentialing for non-medical counseling (face-to-face, telephonic, and online): the MOS counselor MUST BE licensed in the State in which the Participant is receiving the services. If the Participant is receiving telephonic or online counseling while located OCONUS, the MOS counselor may be licensed in any state. (5.9.3) 5. The Contractor shall not utilize a network provider for non-medical counseling, at any location at any time during the performance of this contract, until a Criminal History Background Check and Fingerprint Check have been initiated (submitted to appropriate agency completing the check). Contractor personnel/providers who have previously received an acceptable Criminal History Background Check and Fingerprint Check shall provide proof to the prime Contractor prior to performing under this contract. The level of Criminal History Background Check and Fingerprint Check shall be at a minimum the same level described in DoD Instruction No. 1402.5 (reference Section J-17) for all non-medical counselors/providers. (5.9.1)
<p>Health & Wellness Coaches</p>	<ol style="list-style-type: none"> 1. Must be U.S. citizens and must speak fluent English. (1.1.4) 2. The Contractor shall provide health and wellness coaches that have at minimum a Bachelor’s degree from an accredited college program in a Health Science related field and demonstrated current coaching competence preceding their employment with the MOS Health and Wellness Coaching Program. (6.1) 3. The Contractor shall not utilize a health and wellness coach, at any location at any time during the performance of this contract, until a Criminal History Background Check and Fingerprint Check have been initiated (submitted to appropriate agency completing the check). Contractor personnel/providers who have previously received an acceptable Criminal History Background Check and Fingerprint Check shall provide proof to the prime Contractor prior to performing under this contract. The level of Criminal History Background Check and Fingerprint Check shall be at a minimum the same level described in DoD Instruction No. 1402.5 (reference Section J-17) for all non-medical counselors/providers. Criminal History Background Checks and Fingerprint Checks must be completed within 60 days of initiation. (6.1.5) 4. The Contractor will ensure all health and wellness coaches are knowledgeable of each branch (Army, Navy, Air Force and Marine Corps) physical fitness standards (reference Sections J-19a through f). (6.1.9)
<p>Financial Staff and Financial Counselors</p>	<ol style="list-style-type: none"> 1. Financial counselors shall provide service delivery that meets the standards in DoD Instruction No. 1342.27 and assist service members and

	<p>their families with personal financial management (reference Section J-16). (7.1.1)</p> <p>2. MOS financial staff and network financial counselors shall provide individualized personal financial management, financial planning, and referral services when applicable, to Participants. (7.1.5)</p> <p>3. Must be U.S. citizens and must speak fluent English. (1.1.4)</p> <p>4. MOS financial staff and financial counselors shall maintain a national certification as an Accredited Financial Counselor (AFC), Certified Financial Planner (CFP), Chartered Financial Consultant (ChFC), or a national certification with the National Foundation for Credit Counseling (NFCC). (7.1)</p>
JFSAP Consultants	<p>1. Contractor shall provide approximately fifty-five JFSAP consultants to states and territories to support increased outreach and coordination to geographically isolated service members and their families. (9.1)</p> <p>2. JFSAP teams serve Service members and families from all Components, who are geographically isolated from installation support and collaborate with existing family support resources to augment their activities and fill gaps where they exist. Services are delivered in local communities through collaborative partnerships with federal, state, and local entities, enhancing community capacity to serve military families. (9.0)</p> <p>3. Must be U.S. citizens and must speak fluent English. (1.1.4)</p> <p>4. <u>JFSAP consultants must hold a four-year college degree and possess five years prior military experience as an active duty, National Guard, or Reserve member (or as a spouse of a member) or relevant civilian experience and knowledge of Military Services programs (military departments and family service-type programs). JFSAP consultants shall have, at a minimum, a Bachelor's degree from an accredited college program and three years of human services experience in a related field.</u> (9.1)</p>
Specialty Consultants	<p>1. Specialty Consultants will be available to address core areas in services such as Special Needs, Adoption, Elder Care, Adult Disability, Education, Work Life, Document Translation, and Bulk MOS Fulfillment Items (reference Sections J-25, 26, 35, 37 & 39). (4.2.9)(J3 – p. 18)</p> <p>2. As directed by the National Defense Authorization Act (NDAA) of January 2008 (reference Section J-34, p. 1,191 labeled 1,159), specialty consultations for Wounded Warriors will include identifying issues and coordinating with DoD, Veterans Affairs (VA), Department of Labor (DOL) and other federal agencies. (4.2.10)</p>
Program Director or Manager (Key Personnel)	<p>1. Program Director or Manager with the authority to speak and act on behalf of the Contractor with DoD and to work directly with the CO, COR and Government PM. (10.1)</p> <p>2. Must be U.S. citizens and must speak fluent English. (1.1.4)</p>
Deputy Program Director or Manager (Key Personnel)	<p>1. Deputy Program Director or Manager to assist the Program Director or Manager in managing this contract and able to act in the absence of the Program Director or Manager. (10.1)</p> <p>2. Must be U.S. citizens and must speak fluent English. (1.1.4)</p>
Director of Call Center Operations (Key Personnel)	<p>1. Must be U.S. citizens and must speak fluent English. (1.1.4)</p>

Director of Non-Medical Counseling (Key Personnel)	<ol style="list-style-type: none"> 1. Director of non-medical counseling who will be responsible for overseeing all non-medical counseling, financial counseling, and health and wellness coaching programs. (10.1) 2. Must be U.S. citizens and must speak fluent English. (1.1.4)
Director of Quality Control (Key Personnel)	<ol style="list-style-type: none"> 1. Director of Quality Control who will ensure that all of the quality assurance programs, metrics, reports and data are gathered, managed and reported within contract standards and will be responsible for ensuring compliance with credentialing and training of all personnel. (10.1) 2. Must be U.S. citizens and must speak fluent English. (1.1.4)
Director of IT/Communication Resources	<ol style="list-style-type: none"> 1. Director of IT/Communication Resources responsible for all information technologies and communication resources deployed under and for this PWS. (10.1) 2. Must be U.S. citizens and must speak fluent English. (1.1.4)
Information Security Manager	<ol style="list-style-type: none"> 1. Information Security Manager responsible for the implementation, management, security and availability of all Contractor computer equipment and personnel. This position will be responsible for Information Assurance (IA) related training, operational procedures, documentation and business processes required to obtain and retain official accreditation of the online resources by full compliance of DoD Information Assurance Certification and Accreditation Process (DIACAP). This position requires DoD 8570.01 – M – IAM Level II qualification. (10.1) 2. Must be U.S. citizens and must speak fluent English. (1.1.4)
Financial Manager	<ol style="list-style-type: none"> 1. Financial Manager who shall possess, at minimum, a Bachelor's degree and three years experience managing financial activities related to Government contracts for a commercial vendor. (10.1) 2. Must be U.S. citizens and must speak fluent English. (1.1.4)
Contract Administrator	<ol style="list-style-type: none"> 1. Contract Administrator who shall possess, at minimum, a Bachelor's degree and five years experience administering Government contracts for a commercial vendor. (10.1) 2. Must be U.S. citizens and must speak fluent English. (1.1.4)
Subcontractor Manager	<ol style="list-style-type: none"> 1. Subcontractor Manager responsible for all subcontracted work performed under this PWS. (10.1) 2. Must be U.S. citizens and must speak fluent English. (1.1.4)