

Handout 3-5: EOC Skillset Summary

This handout (3-5) contains the summary of the NQS EOC Skillsets derived from the *NIMS EOC Skillsets User Guide*. This guide and the full EOC Skillsets are available as Appendix II to the course materials and as downloads from the FEMA NQS website: <https://www.fema.gov/national-qualification-system>. It is recommended that the full EOC Skillset descriptions are used for Activity 3.1.

Level of Responsibility Skillsets (*where in the structure the position falls*)

- 1) Coordination and Individual Contribution: Common tasks related to individual accountability and coordination that apply to all EOC positions.
 - a) Complete common coordination and accountability tasks associated with all positions within the EOC
- 2) Leadership: Generic leadership tasks that apply to anyone in an EOC leadership position.
 - a) Be proficient in the job, both technically and as a leader
 - b) Supervise staff to ensure understanding and accomplishment of duties and tasks
 - c) Coordinate to foster unity of effort
- 3) Policy and Direction: Tasks suitable for MAC Group/Policy Group roles, to support coordinated incident management among all parties.
 - a) Demonstrate an understanding of the authorities, policies, priorities, capabilities, constraints, and limitations of the organization/jurisdiction you represent
 - b) Demonstrate an understanding of coordinated response/Unified Command and the roles and responsibilities of the parties involved

Functional Skillsets (*what a position will do*)

4. Action Tracking: Tasks for communicating and tracking action items through resolution.
 - a) Perform action tracking
5. Center Management: Tasks related to overseeing all center activities.
 - a) Establish EOC support for incident/event
 - b) Coordinate EOC activities
 - c) Ensure proper support for resource needs and requests, including allocation and tracking
 - d) Ensure development and coordination of plans
 - e) Ensure collection, analysis, and sharing of information internally and externally

6. Document and Records Management: Tasks for gathering, handling, sharing, and archiving incident documentation.
 - a) Collect and store documents and records
 - b) Provide documents and records upon request
7. EOC Facility Management: Tasks associated with the operational and logistical management of the EOC facility.
 - a) Ensure that EOC infrastructure is operational
 - b) Support the needs of EOC personnel
 - c) Ensure security of the EOC
8. Finance: Tasks related to EOC procurement policies and fiscal management activities.
 - a) Administer financial management for jurisdictional expenditures
 - b) Advise EOC leadership and staff on financial matters associated with jurisdictional activities
9. Legal Counseling: Tasks for advising EOC personnel on relevant laws and regulations
 - a) Advise EOC leadership and staff on legal matters and provide other legal services
10. Organizational Representation: Tasks associated with representing your organization in the EOC to support incident operations.
 - a) Represent your organization and support EOC activities
 - b) Understand discipline-specific resource streams
11. Performance Improvement: Tasks for collecting and analyzing information about EOC operations to support process and performance improvements during and after an incident.
 - a) Collect and analyze information regarding EOC activation and activities
 - b) Suggest process improvements and solutions during EOC operations
 - c) Support process improvement following EOC deactivation
12. Planning: Tasks focused on developing incident specific plans.
 - a) Reference pre-incident plans
 - b) Develop and write EOC action plans and other incident-specific plans
 - c) Disseminate plans
 - d) Facilitate the ongoing planning process
13. Public Affairs Coordination: Tasks for working with the media and disseminating information to the public.
 - a) Manage EOC-related efforts to provide information and warning to the public

- b) Advise the EOC Policy Group, leadership, and personnel about public information and warning
14. Recovery Coordination: Tasks focused on understanding the incident's impact on the community and preparing for long-term recovery.
- a) Understand the complexities of recovery
 - b) Demonstrate an understanding of community impacts
 - c) Prepare for long-term recovery
15. Resource Ordering and Acquiring: Tasks for understanding how to order and acquire resources.
- a) Order/request resources
16. Resource Sourcing: Tasks for understanding resource options to acquire resources to support incident operations.
- a) Understand potential sources
 - b) Develop, evaluate, and implement courses of action for resource fulfillment
17. Resource Tracking: Tasks for tracking acquired resources from mobilization through demobilization.
- a) Track Resources
18. Safety Advising: Tasks focused on communication and fostering safety within the EOC.
- a) Promote the safety of EOC personnel
19. Situational Awareness: Tasks for gathering and analyzing an incident's situational information to inform EOC actions and decision-making.
- a) Gather data and information
 - b) Analyze data and information
 - c) Disseminate information
20. Understanding Resource Requirement: Tasks for gathering and understanding resource needs to communicate resource specifications.
- a) Understand and validate the resource requirement
 - b) Communicate requirement in plain language and use national standards and common terminology