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 downloads from the FEMA NQS website: https://www.fema.gov/national-qualification-system. If students have internet access during the course, 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