

Recommended Disaster Core Competencies for Agency Staff



The recommended disaster core competencies for agency staff was developed to assist community based and faith-based organizations guide their staff to a level of competency in preparing, responding, and recovering from emergencies and disasters. The core competencies are broken into three levels, based on employee experience and position in the agency. It is assumed that if you are at level 2 or 3, you are also competent in the prior levels as well.

1. Awareness Level Competency – new hires and front line staff
2. Mid-level Competency – supervisors
3. Advanced Level Competency – upper management

Employee Name:		
Awareness Level Staff Competency		Date
1	Describe the agency’s all-hazards response for an incident	
2	Describe overall key threats and triggers for agency	
3	Explain key components of personal/family preparedness plans	
4	Describe immediate actions and precautions to protect oneself & others from harm in a disaster or public health emergency	
5	Demonstration active participation in agency exercises	
6	Identify who to report to during an incident	
7	Identify personal response to internal/external notification during an emergency or disaster	
8	Demonstrate use of backup systems for communications	
9	Identify agency resources during an emergency	
10	Describe how to conserve resources if directed	
11	Describe how agency will provide information about a situation or threat to you	
12	Describe how to maintain situational awareness at home and at your agency	
13	State your primary (and cross-trained) disaster role(s) and responsibilities	
14	Demonstrate how to access the agency’s emergency plan(s)	
15	Demonstrate correct use of agency’s emergency equipment (i.e. AEDs, fire extinguisher, evacuation equipment for stairs)	
16	Demonstrate use of generator backup electrical outlets for critical equipment, if applicable	
17	Demonstrate process to manually shut off utilities and to notify staff	
18	Identify support mechanisms for persons with access and functional needs (i.e. power dependent assistive technology)	
19	Demonstrate how to evacuate clients	
20	Demonstrate client accountability, if pertinent, at facility and/or home	
21	I am familiar with FEMA’s Incident Command System IS-100 course	

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Employee Name:		
Mid-level Staff Competency		Date
1	Describe the agency’s emergency operations plan (EOP) – all hazards and hazard specific threats	
2	State how to implement the emergency plan and lead staff in agency implementation	
3	Verbalize risks associated with high-priority threats	
4	Describe agency disaster preparedness activities	
5	Describe how to implement immediate actions and precautions to protect staff, facility and clients from harm	
6	Demonstrate active participation in exercises and after-action reviews	
7	Demonstrate how to take lessons learned and update plan & policies after activations and exercises	
8	Demonstrate ways to share threat information with staff	
9	Demonstrate processes to rapidly notify agency staff, clients and client’s families of events and keep them updated	
10	Exercise use of communication back-up systems	
11	Maintain communication back-up systems for 24/7 operability (such as websites)	
12	Maintain readiness and access to agency emergency equipment, if applicable	
13	Describe triggers for requesting additional resources	
14	Provide FEMA’s Incident Command System IS-100 , IS-200 and IS-700 or equivalent course certification	
15	Assume a management/leadership role during an emergency or disaster	
16	Monitor well-being of staff and identify resources to actively support those in need	
17	Provide emergency protective measures for a safe environment during emergencies and disasters	
18	Coordinate resources for persons with access and functional needs	
19	Conduct triage of staff and/or clients for emergency evacuation including type of carry, equipment and transportation assignment, if applicable	

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Employee Name:		
Advanced Level Staff Competency		Date
1	Describe how to activate and implement emergency operations plan from response through recovery (continuity of operations plan or business continuity plan) for the organization	
2	Describe annual review process for the emergency operations plan including training of organization staff	
3	Conduct hazard vulnerability assessment for agency	
4	Identify community's capability to meet potential needs	
5	Initiate organization's steps to mitigate risks	
6	Participate in leadership role in exercises, incidents and after-action reviews	
7	Participate in the development and approval process of regular training and exercise program	
8	Integrate correction actions into the emergency operations plan	
9	Explain process for receiving verified threat or incident notifications	
10	Explain how emergency response agencies will be notified of a threat or incident within organization	
11	Demonstrate successful communication of messaging to staff throughout the organization internally & externally through mass notifications mechanisms	
12	Demonstrate successful staffing callback rates from drills and incidents	
13	Demonstrate ability to contact vendors for essential supplies, services and equipment during an emergency	
14	Provide a 24/7 list of critical contacts for organizations, community partners and external authorities	
15	Activate use of back-up communication system during an incident	
16	Provide for sufficient capacity and capability for redundant and back-up communication systems throughout organization	
17	Demonstrate competency in using internal and external radio systems, if applicable	
18	Monitor organizational success rate using internal and external radio systems, if applicable	
19	Conduct annual review of Memoranda of Agreement with vendors or other facilities	
20	Describe local jurisdictional protective actions for threats/incidents	
21	Share instructions from public health, law enforcement and local office of emergency management with facility staff for protective actions	
22	Activate control of pedestrian and vehicle access on campus and within facility, if applicable	
23	Define process to communicate & coordinate with local, county, regional and federal partners during an incident	
24	Assume a leadership role during emergency and disasters	

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25	Demonstrate documentation process of resources used during incident	
26	State role of public information officer (PIO)	
27	Identify organizational just-in-time training to support staff and volunteer personnel	
28	Monitor ongoing overall wellbeing of personnel during response and recovery	
29	Manage staff assignments and movement during disasters or evacuation	
30	Notify external authorities when on back-up power	
31	Maintain client support & tracking of clients during incident	
32	Ensure appropriate and accessible equipment and support for people with access and functional needs	