NATIONAL QUALIFICATION SYSTEM (NQS)

POSITION TASK BOOK
FOR THE POSITION OF

AREA LIAISON

Version: March 2024

Check the appropriate position type:

☐ Single Type   *(All WVEMD SEOC positions are Single Type)*

POSITION TASK BOOK ASSIGNED TO:
TRAINEE'S NAME:
DUTY STATION:
PHONE NUMBER:
E-MAIL:
POSITION TASK BOOK INITIATED BY:
OFFICIAL'S NAME:
TITLE:
DUTY STATION:
PHONE NUMBER:
E-MAIL:
POSITION TASK BOOK WAS INITIATED:
LOCATION:
DATE:

Required Training

The following courses are required for full PTB completion:

CATEGORY	CODE	TITLE
General	IS-100	Introduction to the Incident Command System
	IS-200	Basic Incident Command System for Initial Response
	IS-700	An Introduction to the National Incident Management System
	IS-800	National Response Framework, An Introduction
Professional Development Series	IS-120	An Introduction to Exercises
	IS-230	Fundamentals of Emergency Management
	IS-235	Emergency Planning
	IS-240	Leadership and Influence
	IS-241	Decision Making and Problem Solving
	IS-242	Effective Communication
	IS-244	Developing and Managing Volunteers
Advanced ICS	G-0191	Emergency Operations Center/ICS Interface
	IS-2200	Basic Emergency Operations Center Functions

Recommended Training

The following courses are **not** required for full PTB completion, but are recommended to enhance your understanding of this position:

CATEGORY	CODE	TITLE
Advanced ICS	ICS 300	Intermediate ICS for Expanding Incidents
	ICS 400	Advanced ICS
Position Specific	E/L 956	NIMS ICS All-Hazards Position Specific, Liaison Officer

Task Completion Codes
- (C) – Task performed in a classroom or training setting.
- (E) – Task performed during full-scale exercise.
- (F) – Task performed during a functional exercise.
- (T) – Task performed during a tabletop exercise.
- (I) – Task performed during a real-life incident or event.
- (J) – Task performed during day-to-day job duties.
- (A) – Task may be endorsed at any time.

Task Category: **Perform action tracking**

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
1. Collect and track open tasks, issues and action items through resolution.	E, F, I		
2. Communicate about tasks, issues, and action items horizontally and vertically as necessary to create awareness and ensure completion.	E, F, I		

Task Category: **Complete common coordination and accountability tasks associated with all positions within the EOC**

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
3. Demonstrate understanding of EOC activation and operations, including how your function relates to other incident support activities: ● Demonstrate general awareness of local risks and hazards	C, E, F, I, T		
4. Maintain positive, calm demeanor to promote a positive work environment.	E, F, I		
5. Demonstrate effective communication skills, such as the ability to translate technical jargon into plain language.	E, F, I, J		
6. Comply with relevant health and safety requirements.	E, F, I		
7. Demonstrate understanding of EOC Continuity of Operations (COOP), succession, emergency procedures, and safety guidelines.	C, E, F, I, T		
8. Participate in the EOC planning process.	E, F, I		
9. Participate in appropriate EOC meetings and briefings related to your assigned function.	E, F, I		

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
10. Follow general internal and external information flow processes: ● Demonstrate knowledge of information management systems, such as incident management software	E, F, I		
11. Manage essential elements of information and critical information requests in accordance with processes and procedures: ● Follow EOC approval authorities ● Properly handle Personally Identifiable Information (PII) and sensitive information ● Provide proper documentation for record-keeping and accountability ● Provide information for reports and leadership decisions	E, F, I		
12. Practice proper knowledge management processes and procedures: ● File structures ● Naming conventions ● Archiving processes ● Position logs	E, F, I		
13. Follow processes for resource requests, prioritization, deployment, tracking, reassignment, and demobilization.	E, F, I		
14. Participate in orderly transition of resources and processes from response to recovery.	E, F, I		
15. Transfer responsibilities upon completion of assignment: ● Transfer to replacement, recovery personnel, or other responsible party ● If necessary, shift responsibilities to a non-disaster/day-to-day job	E, F, I		
16. Participate in EOC training and exercises.	E, F		
17. Participate in after action review and improvement planning.	E, F, I, T		

Task Category: Gather data and information

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
18. Collect and monitor data and information: ● Sources include Incident Action Plan (IAP), on-scene incident reports, EOC personnel, National Weather Service, jurisdictional liaisons, fusion centers, traditional media, social media, and others ● Content includes demographic, damage assessment, infrastructure, supply chain, and geographic data and information	E, F, I, J		
19. Coordinate information with EOC public affairs personnel and the Joint Information Center (JIC)/Joint Information System (JIS): ● Receive information from JIC/JIS ● Provide information to JIC/JIS	E, F, I		
20. Coordinate with EOC personnel to gather information.	E, F, I		

Task Category: Analyze data and information

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
21. Establish and implement processes for estimating cascading effects of action or inaction: ● Evaluate potential consequences and mitigation actions ● Identify trends ● Engage technical specialists	E, F, I		
22. Use demographic information to inform analysis: ● Cultural diversity ● Potential vulnerabilities ● Damage assessment ● Specific service needs, such as: ○ Individuals with disabilities and other access and functional needs ○ Individuals with critical transportation needs	E, F, I		
23. Analyze information: ● Establish and implement procedures for verifying, organizing, prioritizing, and tracking information ● Convert raw data into information ● Identify and address misinformation ● Verify and analyze input for critical information ● Clarify incomplete information ● Identify incident-specific essential elements of information and critical information requests	E, F, I		
24. Recognize incident-specific critical information to be disseminated immediately.	E, F, I		
25. Prepare situational briefings, reports, displays, briefing tools, and other information products.	E, F, I		

Task Category: **Disseminate information**

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
26. Establish and implement a process for developing and disseminating situational information at regular intervals: ● Obtain approval for distribution in accordance with policies and procedures ● Determine distribution lists ● Determine methods for distribution	E, F, I		
27. Follow processes for identifying, verifying, and disseminating critical information: ● Coordinate with public affairs to disseminate information externally	E, F, I		
28. Display within the EOC situational information and data about significant events.	E, F, I		
29. Use visualizations such as graphs, photographs, and maps to graphically depict information.	E, F, I		
30. Use mapping/geospatial data and sources, including Geographic Information Systems, web-based maps, and paper maps.	E, F, I, J		
31. Present and distribute situational briefings, reports, displays, briefing tools, and other information products.	E, F, I		

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
32. Ensure proper security when sharing sensitive, classified, or protected information.	E, F, I		

Task Category: **Understand the complexities of recovery**

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
33. Demonstrate knowledge of short-term, intermediate, and long-term recovery.	E, F, I, J, T		
34. Demonstrate knowledge of recovery guidance at the Federal, state, local, nongovernmental, and private-sector partner levels, including: ● National Disaster Recovery Framework (NDRF) ● National Mitigation Framework	E, F, I, J, T		
35. Demonstrate understanding of interdependencies in recovery missions (such as how housing recovery affects economic recovery) and opportunities for coordination, such as priorities identified in: ● Community hazard mitigation plan ● Community master/comprehensive plan ● Other applicable organizational plans	E, F, I, J, T		
36. Demonstrate knowledge of eligibility requirements and opportunities related to available Federal, state, local, philanthropic, nongovernmental, and private-sector partner funding sources: ● See recovery.gov for examples	E, F, I, J, T		
37. Demonstrate understanding of mitigation and resilience.	E, F, I, J, T		

Task Category: **Demonstrate an understanding of community impacts**

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
38. Demonstrate knowledge of community demographics, culture, needs, and capacities.	E, F, I, J, T		
39. Demonstrate knowledge of the damage assessment process: ● Understand information needs during short-term and long-term recovery	E, F, I, J, T		
40. Engage and coordinate with the private sector and nongovernmental organizations (NGO), including voluntary and philanthropic organizations, to support recovery.	E, F, I		
41. Demonstrate understanding of: ● Critical infrastructure interdependencies ● Potential impacts on the jurisdiction ● Potential effects of prolonged service interruptions ● Service restoration timelines	E, F, I, T		
42. Demonstrate knowledge of economic recovery drivers for the community.	E, F, I, J, T		

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
43. Demonstrate knowledge of the whole community and any cultural sensitivities related to recovery objectives: ● Identify potential economic, cultural, and environmental impacts of implementing recovery plans	E, F, I, T		

Task Category: Prepare for long-term recovery

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
44. Support activities that promote proactive community engagement, public participation, and public awareness of short-term, intermediate, and long-term recovery and resilience, such as: ● Memorials, vigils, and emotional/mental health campaigns ● Activities that acknowledge cultural, religious, and traditional diversity in the community ● Collections of supplies and monetary donations ● Efforts of Voluntary Organizations Active in Disaster (VOAD)	E, F, I		
45. Prepare disaster recovery plans (such as an overall plan or Recovery Support Function-specific plans), including recovery roles and responsibilities: ● Prioritize recovery activities based on community needs ● Consider funding availability, eligibility requirements, and interdependencies ● Incorporate resilience considerations	E, F, I, J		
46. Coordinate with EOC public affairs staff to disseminate recovery-related public information: ● Conduct outreach about Disaster Recovery Centers (DRC) and available Federal and state resources ● Provide information to protect consumers from disreputable, opportunistic contractors ● Combat misinformation	E, F, I		
47. Capture and communicate economic impacts and implications, including unmet community needs, to state, local, tribal, territorial, and/or Federal leadership.	E, F, I		
48. Work with EOC personnel before, during, and after the transition from response to recovery: ● Disseminate recovery information and address misinformation	E, F, I		
49. Advocate for recovery considerations: ● Provide briefings and recommendations to the Policy Group ● Propose courses of action to avoid adverse effects on long-term recovery	E, F, I		
50. Implement pre- and post-disaster mitigation and recovery plans.	E, F, I		

Task Category: Collect and analyze information regarding EOC activation and activities

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
51. Demonstrate knowledge of the after action review and improvement planning process, including the types of information gathered and the feedback process.	E, F, I, J, T		
52. Collect, store, and analyze data for the after action review and improvement plan.	E, F, I		
53. Perform real-time data collection during response: ● Use accepted tools, such as EOC activity logs	E, F, I		
54. Provide guidance to EOC leadership on collecting performance improvement-related data.	E, F, I		

Task Category: Suggest process improvements and solutions during EOC operations

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
55. Identify best practices and areas for improvement during EOC activation, operation, and deactivation, and suggest process improvement measures to EOC staff and leadership.	E, F, I		
56. Provide recommendations to leadership for approval and dissemination.	E, F, I, J		

Task Category: Support process improvement following EOC deactivation

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
57. Develop an after action review and improvement planning schedule for the EOC activation that is consistent with Homeland Security Exercise and Evaluation Program (HSEEP) or similar guidance.	E, F, I		
58. Coordinate after action review-related meetings to identify and clarify areas for improvement: ● Support facilitation of meetings as necessary	E, F, I, J		
59. Identify best practices and areas for improvement.	E, F, I, J		
60. Develop recommendations to address areas for improvement.	E, F, I, J		
61. Coordinate EOC after-action report development efforts with other incident-related after-action reporting efforts.	E, F, I		