



NATIONAL QUALIFICATION SYSTEM (NQS)

POSITION TASK BOOK
FOR THE POSITION OF

PLANNING SUPPORT SECTION CHIEF

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
Advanced ICS	G-0191	Emergency Operations Center/ICS Interface
	IS-2200	Basic Emergency Operations Center Functions
	ICS 300	Intermediate ICS for Expanding Incidents
	ICS 400	Advanced ICS

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
Position Specific	E/L 962	NIMS ICS All-Hazards Position Specific, Planning Section Chief

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		
10. Follow general internal and external information flow processes: <ul style="list-style-type: none"> ● 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: <ul style="list-style-type: none"> ● 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: <ul style="list-style-type: none"> ● 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: <ul style="list-style-type: none"> ● 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: Collect and store documents and records

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
18. Follow document and records management procedures and policies.	E, F, I		
19. Brief EOC personnel on document management processes and related staff responsibilities.	E, F, I		
20. Monitor, review, and assess activity logs, charts, and records for completeness and follow up on any that are incomplete.	E, F, I		
21. Collect and package information for after action review.	E, F, I		

Task Category: Provide documents and records upon request

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE

22. Monitor compliance with information management processes and procedures.	E, F, I		
23. Perform real-time documentation collection and storage.	E, F, I		
24. Archive documents such as activity logs, charts, and records.	E, F, I		
25. Respond to internal requests for archived information, such as: <ul style="list-style-type: none"> • Lessons learned from past disasters, incidents, and events • Previous incident information 	E, F, I		

Task Category: Reference pre-incident plans

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
26. Gather relevant pre-incident plans, best practices, lessons learned, etc. from internal and external sources: <ul style="list-style-type: none"> • Obtain additional plans from stakeholders and partners 	E, F, I, J		
27. Obtain additional plans or supporting documents, such as annexes and standard operating procedures, as necessary.	E, F, I		
28. Identify areas where EOC personnel may need to develop plans or supporting documents.	E, F, I		

Task Category: Develop and write EOC action plans and other incident-specific plans

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
29. Demonstrate knowledge of the EOC planning process: <ul style="list-style-type: none"> • Iterative action plan development • Development of other incident-specific plans 	E, F, I, T		
30. Facilitate the development of objectives and/or strategies to achieve desired outcomes: <ul style="list-style-type: none"> • Ensure integration of incident command objectives, priorities, and senior leadership guidance into EOC planning 	E, F, I		
31. Facilitate the assessment and revision of objectives and/or strategies to ensure that they align with desired outcomes.	E, F, I		
32. Establish communication with stakeholders to facilitate planning and problem-solving: <ul style="list-style-type: none"> • Understand and address stakeholder expectations • Incorporate nontraditional planning partners as necessary 	E, F, I		
33. Write or review incident-specific plans: <ul style="list-style-type: none"> • With direction from EOC leadership, lead and implement the EOC planning process • Use appropriate formats, graphics, and maps • Oversee production of other incident-specific plans 	E, F, I		
34. Demonstrate knowledge of operational planning and continuity planning: <ul style="list-style-type: none"> • Develop plans to address specific situations or needs 	E, F, I, J, T		
35. Seek and obtain approval for incident-specific plans.	E, F, I		
36. Monitor implementation of plans and adjust as necessary.	E, F, I		

Task Category: Disseminate plans

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
37. Provide plans to internal and external stakeholders for implementation and awareness.	E, F, I		
38. Ensure that stakeholders are familiar with the contents, roles, responsibilities, and timelines of relevant plans.	E, F, I		

Task Category: Facilitate the ongoing planning process

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
39. Implement EOC operational rhythm, as approved by EOC leadership: <ul style="list-style-type: none"> ● Coordinate the EOC planning cycle with field, Joint Information Center (JIC), Joint Information System (JIS), and other incident operations, as necessary ● Communicate operational rhythm 	E, F, I		
40. Ensure integration of incident management officials, including on-scene incident and JIC/JIS personnel, into the EOC planning process.	E, F, I		

Task Category: Be proficient in the job, both technically and as a leader

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
41. Exhibit principles of duty, respect, and integrity by, for example: <ul style="list-style-type: none"> ● Making sound and timely decisions ● Seeking and accepting responsibility for actions 	E, F, I		
42. Demonstrate understanding of EOC and Policy Group roles, responsibilities, and authorities: <ul style="list-style-type: none"> ● Describe how this mission may change in a different organization, jurisdiction, or operating environment 	E, F, I, J, T		
43. Demonstrate understanding of external sources of assistance: <ul style="list-style-type: none"> ● What resources could be available ● When they could become available ● How to acquire them ● Necessary approvals 	E, F, I, J, T		
44. Communicate vertically and horizontally to facilitate and inform decision-making: <ul style="list-style-type: none"> ● Communicate options, considerations, and recommendations ● Keep subordinates informed 	E, F, I		

45. Help develop strategies and tasks to support the goals and objectives of incident command or the EOC.	E, F, I		
46. Obtain relevant information for operational decisions.	E, F, I		
47. Guide personnel as they identify and address gaps in critical information.	E, F, I		
48. Establish metrics and benchmarks for program performance and monitor progress through completion.	E, F, I, J		
49. Monitor and manage stakeholder expectations: <ul style="list-style-type: none"> • Communicate policy, process, and procedural changes 	E, F, I		
50. Order and organize resources to achieve objectives: <ul style="list-style-type: none"> • Understand constraints and limitations 	E, F, I, J		
51. Continuously evaluate EOC processes, procedures, and priorities: <ul style="list-style-type: none"> • Coordinate with performance improvement personnel 	E, F, I, T		
52. Suggest ways to improve processes and procedures, and then help implement improvements: <ul style="list-style-type: none"> • Facilitate conversations about process performance • Assess processes • Determine gaps • Take steps for improvement 	E, F, I		

Task Category: Supervise staff to ensure understanding and accomplishment of duties and tasks

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
53. Use leadership styles appropriate to the situation.	E, F, I		
54. Establish and communicate processes and procedures.	E, F, I		
55. Assign tasks and clearly communicate expectations.	E, F, I		
56. Emphasize and foster teamwork.	E, F, I		
57. Manage conflict and coordinate problem-solving: <ul style="list-style-type: none"> • Manage conflicting viewpoints • Assess alternative courses of action • Determine and communicate a way forward • Ensure follow-through and escalate to appropriate level as necessary 	E, F, I		
58. Prepare and discuss feedback with subordinates: <ul style="list-style-type: none"> • Monitor performance and discuss task understanding • Evaluate performance and complete personnel performance evaluations 	E, F, I		
59. Support the health, safety, and welfare of assigned personnel: <ul style="list-style-type: none"> • Direct operations based on health and safety considerations and guidelines • Ensure that personnel follow safety guidelines appropriately • Spot-check operations to ensure compliance with safety guidelines • Make resources available to support staff health and safety • Monitor staff for mental and physical fatigue 	E, F, I		

Task Category: Coordinate to foster unity of effort

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
60. Establish and maintain positive interpersonal and interorganizational working relationships.	E, F, I, J		
61. Demonstrate ability to influence others outside your chain of command.	E, F, I, J		
62. Ensure staff activities align with the EOC's operational rhythm.	E, F, I		

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

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
63. 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		
64. Collect, store, and analyze data for the after action review and improvement plan.	E, F, I		
65. Perform real-time data collection during response: <ul style="list-style-type: none"> Use accepted tools, such as EOC activity logs 	E, F, I		
66. 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
67. 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		
68. 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
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<p>69. 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.</p>	<p>E, F, I</p>		
<p>70. Coordinate after action review-related meetings to identify and clarify areas for improvement: <ul style="list-style-type: none"> ● Support facilitation of meetings as necessary </p>	<p>E, F, I, J</p>		
<p>71. Identify best practices and areas for improvement.</p>	<p>E, F, I, J</p>		
<p>72. Develop recommendations to address areas for improvement.</p>	<p>E, F, I, J</p>		
<p>73. Coordinate EOC after-action report development efforts with other incident-related after-action reporting efforts.</p>	<p>E, F, I</p>		