



NATIONAL QUALIFICATION SYSTEM (NQS)

POSITION TASK BOOK
FOR THE POSITION OF

SITUATIONAL AWARENESS 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 964	NIMS ICS All-Hazards Position Specific, Situation Unit Leader

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: ● 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: 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: Gather data and information

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
26. Collect and monitor data and information: <ul style="list-style-type: none"> ● 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		
27. Coordinate information with EOC public affairs personnel and the Joint Information Center (JIC)/Joint Information System (JIS): <ul style="list-style-type: none"> ● Receive information from JIC/JIS ● Provide information to JIC/JIS 	E, F, I		
28. Coordinate with EOC personnel to gather information.	E, F, I		

Task Category: Analyze data and information

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
29. Establish and implement processes for estimating cascading effects of action or inaction: <ul style="list-style-type: none"> ● Evaluate potential consequences and mitigation actions ● Identify trends ● Engage technical specialists 	E, F, I		
30. Use demographic information to inform analysis: <ul style="list-style-type: none"> ● Cultural diversity ● Potential vulnerabilities ● Damage assessment ● Specific service needs, such as: <ul style="list-style-type: none"> ○ Individuals with disabilities and other access and functional needs ○ Individuals with critical transportation needs 	E, F, I		

31. Analyze information: <ul style="list-style-type: none"> ● 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		
32. Recognize incident-specific critical information to be disseminated immediately.	E, F, I		
33. 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
34. Establish and implement a process for developing and disseminating situational information at regular intervals: <ul style="list-style-type: none"> ● Obtain approval for distribution in accordance with policies and procedures ● Determine distribution lists ● Determine methods for distribution 	E, F, I		
35. Follow processes for identifying, verifying, and disseminating critical information: <ul style="list-style-type: none"> ● Coordinate with public affairs to disseminate information externally 	E, F, I		
36. Display within the EOC situational information and data about significant events.	E, F, I		
37. Use visualizations such as graphs, photographs, and maps to graphically depict information.	E, F, I		
38. Use mapping/geospatial data and sources, including Geographic Information Systems, web-based maps, and paper maps.	E, F, I, J		
39. Present and distribute situational briefings, reports, displays, briefing tools, and other information products.	E, F, I		
40. Ensure proper security when sharing sensitive, classified, or protected information.	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		

<p>58. Prepare and discuss feedback with subordinates:</p> <ul style="list-style-type: none"> ● Monitor performance and discuss task understanding ● Evaluate performance and complete personnel performance evaluations 	E, F, I		
<p>59. Support the health, safety, and welfare of assigned personnel:</p> <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
<p>60. Establish and maintain positive interpersonal and interorganizational working relationships.</p>	E, F, I, J		
<p>61. Demonstrate ability to influence others outside your chain of command.</p>	E, F, I, J		
<p>62. Ensure staff activities align with the EOC’s operational rhythm.</p>	E, F, I		