



NATIONAL QUALIFICATION SYSTEM (NQS)

POSITION TASK BOOK
FOR THE POSITION OF

SITUATIONAL AWARENESS SPECIALIST

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

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 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: <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: 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: Manage EOC-related efforts to provide information and warning to the public

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
41. Demonstrate working knowledge of traditional media and social media.	E, F, I, J		

<p>42. Collect and validate information:</p> <ul style="list-style-type: none"> ● Establish ways to collect information from the public ● Analyze traditional media and social media for accuracy and critical communications needs ● Validate information ● Identify emerging trends and issues 	E, F, I, J		
<p>43. Coordinate with EOC situational awareness personnel for shared analysis of information.</p>	E, F, I		
<p>44. Handle Personally Identifiable Information (PII), Health Insurance Portability and Accountability Act (HIPAA) information, and other sensitive materials appropriately</p>	E, F, I, J		
<p>45. Disseminate information using methods such as traditional media, social media, and public alert and warning systems.</p>	E, F, I		
<p>46. Manage media relations:</p> <ul style="list-style-type: none"> ● Establish and maintain lines of communication with the media ● Schedule interviews ● Create media briefing packets ● Organize and lead media visits 	E, F, I		
<p>47. Coordinate news conferences and public briefings:</p> <ul style="list-style-type: none"> ● Prepare speakers ● Engage interpreters ● Follow up with media 	E, F, I, J		
<p>48. Coordinate VIP visits.</p>	E, F, I		
<p>49. Draft and obtain approvals for press releases, emergency announcements, educational flyers, safety tips, fact sheets, etc.</p>	E, F, I, J		
<p>50. Coordinate with internal and external stakeholders:</p> <ul style="list-style-type: none"> ● Attend meetings, as appropriate ● Ensure development of internal talking points 	E, F, I		
<p>51. Ensure messages are accessible to all, including those with limited English proficiency, disabilities, and access and functional needs:</p> <ul style="list-style-type: none"> ● Ensure accessibility and engage interpreters 	E, F, I, J		
<p>52. Establish contact with other EOC organizations and other public affairs personnel:</p> <ul style="list-style-type: none"> ● Establish information-sharing priorities and processes 	E, F, I		
<p>53. Understand plans and procedures for Joint Information Center (JIC) and Joint Information System (JIS) operations:</p> <ul style="list-style-type: none"> ● Manage the JIC/JIS, as appropriate ● Liaise with other JIC/JIS entities 	E, F, I		

Task Category: Advise the EOC Policy Group, leadership, and personnel about public information and warning

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
<p>54. Advise the EOC Policy Group, leadership, and staff on potential issues and suggest means of addressing issues and managing public expectations.</p>	E, F, I		

55. Recommend activation of public alert and warning systems such as the Emergency Alert System (EAS) and the Wireless Emergency Alerts (WEA) system, as appropriate.	E, F, I		
56. Advise on establishing the JIC and JIS.	E, F, I		
57. Develop and implement a public information strategy: <ul style="list-style-type: none"> ● Collect information from EOC personnel to develop and refine the strategy 	E, F, I		

Task Category: Understand the complexities of recovery

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
58. Demonstrate knowledge of short-term, intermediate, and long-term recovery.	E, F, I, J, T		
59. Demonstrate knowledge of recovery guidance at the Federal, state, local, nongovernmental, and private-sector partner levels, including: <ul style="list-style-type: none"> ● National Disaster Recovery Framework (NDRF) ● National Mitigation Framework 	E, F, I, J, T		
60. Demonstrate understanding of interdependencies in recovery missions (such as how housing recovery affects economic recovery) and opportunities for coordination, such as priorities identified in: <ul style="list-style-type: none"> ● Community hazard mitigation plan ● Community master/comprehensive plan ● Other applicable organizational plans 	E, F, I, J, T		
61. Demonstrate knowledge of eligibility requirements and opportunities related to available Federal, state, local, philanthropic, nongovernmental, and private-sector partner funding sources: <ul style="list-style-type: none"> ● See recovery.gov for examples 	E, F, I, J, T		
62. 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
63. Demonstrate knowledge of community demographics, culture, needs, and capacities.	E, F, I, J, T		
64. Demonstrate knowledge of the damage assessment process: <ul style="list-style-type: none"> ● Understand information needs during short-term and long-term recovery 	E, F, I, J, T		
65. Engage and coordinate with the private sector and nongovernmental organizations (NGO), including voluntary and philanthropic organizations, to support recovery.	E, F, I		

<p>66. Demonstrate understanding of:</p> <ul style="list-style-type: none"> ● Critical infrastructure interdependencies ● Potential impacts on the jurisdiction ● Potential effects of prolonged service interruptions ● Service restoration timelines 	E, F, I, T		
<p>67. Demonstrate knowledge of economic recovery drivers for the community.</p>	E, F, I, J, T		
<p>68. Demonstrate knowledge of the whole community and any cultural sensitivities related to recovery objectives:</p> <ul style="list-style-type: none"> ● 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
<p>69. Support activities that promote proactive community engagement, public participation, and public awareness of short-term, intermediate, and long-term recovery and resilience, such as:</p> <ul style="list-style-type: none"> ● 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		
<p>70. Prepare disaster recovery plans (such as an overall plan or Recovery Support Function-specific plans), including recovery roles and responsibilities:</p> <ul style="list-style-type: none"> ● Prioritize recovery activities based on community needs ● Consider funding availability, eligibility requirements, and interdependencies ● Incorporate resilience considerations 	E, F, I, J		
<p>71. Coordinate with EOC public affairs staff to disseminate recovery-related public information:</p> <ul style="list-style-type: none"> ● 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		
<p>72. Capture and communicate economic impacts and implications, including unmet community needs, to state, local, tribal, territorial, and/or Federal leadership.</p>	E, F, I		
<p>73. Work with EOC personnel before, during, and after the transition from response to recovery:</p> <ul style="list-style-type: none"> ● Disseminate recovery information and address misinformation 	E, F, I		
<p>74. Advocate for recovery considerations:</p> <ul style="list-style-type: none"> ● Provide briefings and recommendations to the Policy Group ● Propose courses of action to avoid adverse effects on long-term recovery 	E, F, I		
<p>75. Implement pre- and post-disaster mitigation and recovery plans.</p>	E, F, I		

Task Category: Represent your organization and support EOC activities

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
76. Demonstrate subject matter expertise related to the organization you represent.	E, F, I, J, T		
77. Demonstrate understanding of your organization's policies, plans, resources, and constraints.	E, F, I, J, T		
78. Demonstrate ability to reach back to your organization and commit resources.	E, F, I		
79. Evaluate and monitor the situation and advise supervisor and other appropriate personnel: <ul style="list-style-type: none"> ● Identify problems and recommend solutions ● Provide essential elements of information to those serving in a situational awareness function ● Provide information to represented organization and third parties ● Demonstrate ability to forecast resource needs, potential consequences, and cascading effects of action or inaction 	E, F, I		
80. Proactively coordinate with other organizational representatives on issues such as: <ul style="list-style-type: none"> ● Shared resources ● Cascading effects on organizations ● Efficiency of assistance ● Resource availability 	E, F, I, T		
81. Brief relevant audiences on represented organization's issues related to the incident.	E, F, I		
82. Represent the organization in the planning process.	E, F, I		
83. Communicate back to your organization to share situational awareness.	E, F, I		

Task Category: Understand discipline-specific resource streams

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
84. Track organizational resources, associated costs, and logistical concerns.	E, F, I		
85. Follow the EOC's process for providing your organization's resources.	E, F, I		
86. Initiate resource requests on behalf of your organization: <ul style="list-style-type: none"> ● Understand organizational Memorandums of Understanding (MOU), Memorandums of Agreement (MOA), existing contracts, and discipline-specific state and Federal support 	E, F, I		