

# SFJCCA1

Provide on-going support to meet the needs of individuals affected by emergencies



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## Overview

This unit is about providing assistance for individuals during the on-going recovery from emergencies. It includes supporting individuals to address any medical, psycho-social or practical needs, enabling individuals to identify and access relevant services, including the transition from emergency to mainstream service provision.

### Target Group

The unit is for those who provide on-going support for individuals, beyond the immediate emergency response.

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### Performance criteria

*You must be able to:*

- P1 identify individuals affected by emergencies, including any vulnerable people
- P2 identify organisations from the public, private or voluntary sector which may provide on- going care and assistance
- P3 communicate and share information effectively with organisations involved in provision of care and assistance
- P4 plan to meet the needs of individuals affected by emergencies
- P5 treat individuals affected by an emergency with care and sensitivity
- P6 communicate with individuals affected by emergencies in a manner which promotes understanding
- P7 support individuals to address any medical or psycho-social needs
- P8 support individuals to address any practical needs e.g. accommodation, financial advice and assistance
- P9 raise individuals' awareness of services for those affected by emergencies, and how they can be accessed
- P10 empower individuals to manage their own recovery as far as possible
- P11 identify any realistic options for further developing services for those affected by emergencies e.g. development of welfare facilities, provision of helplines, web sites etc
- P12 collect data from individuals accessing services, where required to offer follow up services
- P13 ensure that the duration and transition of service delivery during different phases of recovery is communicated and understood
- P14 provide any relevant information to influence and support decision making at the strategic level
- P15 identify any additional support relevant to long term recovery e.g. support networks, memorials, appeals, sources of funding etc

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### Knowledge and understanding

*You need to know and understand:*

- K1 the legislation, regulations and related guidance relevant to recovery from emergencies
- K2 the roles and responsibilities of organisations involved in provision of care and assistance at local, regional and national level
- K3 the people who may be affected by emergencies e.g. survivors, witnesses, family members, responders, the bereaved etc
- K4 the specific needs of individuals affected by emergencies, including those directly or indirectly affected
- K5 the potential impact of emergencies on vulnerable people and groups including:
  - K5.1 definitions of vulnerability in the context of emergencies
  - K5.2 the dynamic nature of vulnerability in the context of emergencies
  - K5.3 the issues specific to vulnerable groups from the impacts of emergencies
- K6 how to communicate with individuals affected by emergencies in a manner which promotes understanding (including those for whom English is not a first language)
- K7 how to empower individuals to manage their own recovery as far as practicable
- K8 how to manage individuals' expectations and anxiety
- K9 the range of assistance which may be required by those affected by emergencies including medical, psycho-social and practical assistance
- K10 the range of facilities which may be provided including physical centres (e.g. humanitarian assistance centres) and virtual services such as helplines and websites
- K11 how to enable individuals to access specialist help or treatment
- K12 how to influence and support decision making at the strategic level
- K13 sources of financial advice and assistance, including charitable assistance, compensation schemes and insurance

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## Additional Information

### Attitudes

Listed below are the main generic skills and attitudes which need to be applied. These are explicit/implicit in the detailed content of the unit and are listed here as additional information.

1. caring
2. community minded
3. customer focussed
4. determined
5. empathetic
6. flexible
7. open minded
8. realistic

### Skills

1. active listening
2. communication .
3. decision making .
4. leadership
5. liaison
6. motivating
7. negotiating
8. organising
9. prioritising
10. supporting others
11. team building

### Glossary

Frequently used terms and how they should be interpreted in the context of the Civil Contingencies NOS

#### Organisations

Public, private or voluntary bodies

### Links to other NOS

1. CC AA1 Work in co-operation with other organisations
2. CC AA2 Share information with other organisations
3. CC AG4 Address the needs of individuals during the initial response to emergencies
4. CC AH2 Manage community recovery from emergencies

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<b>Developed by</b>	Skills for Justice
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<b>Relevant occupations</b>	Public Services; Public Service Professionals
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<b>Suite</b>	Civil Contingencies
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<b>Key words</b>	co-operate, share information, manage, support
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