

Manage community recovery from emergencies

Overview

This standard is about supporting communities' recovery from emergencies. It includes taking steps to prevent the escalation of impacts of emergencies and ensuring that on-going recovery is taken into account during responses. It also includes identifying relevant advice, funding and other assistance and supporting individuals and organisations to manage their own ongoing recovery.

Target group

This standard is for those who manage work with communities to support their recovery from emergencies.

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Performance criteria

You must be able to:

1. identify those affected by emergencies, including individuals, organisations and vulnerable groups in accordance with organisational requirements
2. identify the impacts of emergencies on communities and the environment in accordance with organisational requirements
3. promote longer-term recovery considerations in response to emergencies in accordance with organisational requirements
4. take steps, where practicable, to prevent escalation of the impacts of emergencies in accordance with organisational requirements
5. engage with organisations from the public, private and voluntary sector which may contribute to recovery efforts or to restoration of services in accordance with organisational requirements
6. communicate and share information with other individuals and organisations involved in response and recovery in accordance with organisational requirements
7. consult with communities affected by emergencies in accordance with organisational requirements
8. support individuals and organisations to manage their recovery in accordance with organisational requirements
9. confirm the provision of information and advice on steps being taken for correcting impacts of emergencies in accordance with organisational requirements
10. agree and prioritise actions required during recovery processes in accordance with organisational requirements
11. consider budgetary and financial implications of recovery processes in accordance with organisational requirements
12. seek advice, funding and assistance necessary to support recovery work in accordance with organisational requirements
13. check transition of leadership and service delivery during different phases of response and recovery are communicated and understood in accordance with organisational requirements
14. provide information about arrangements for appeals or memorials, in accordance with organisational requirements
15. identify where improvements could be made to systems, services or infrastructures to meet future needs in accordance with organisational requirements

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Knowledge and understanding

You need to know and understand:

1. roles and responsibilities of partner organisations involved in response and recovery at local, regional and national levels
2. how partner organisations are organised; their broad structures, methods of communication and decision making processes
3. emergency plans and arrangements
4. characteristics of areas that may influence impacts of emergencies including:
 - 4.1 social characteristics, including particularly vulnerable groups
 - 4.2 health status of the community and available health facilities
 - 4.3 environmental characteristics of areas
 - 4.4 economic status of areas
 - 4.5 the infrastructure of areas, including critical sites, services or supply networks
 - 4.6 potentially hazardous sites in areas and their relation to communities or sensitive environmental sites
5. types of impacts that individuals and communities may need to recover from including:
 - 5.1 Social
 - 5.2 health
 - 5.3 economic
 - 5.4 environmental impacts
 - 5.5 those affected by emergencies
6. the needs of individuals directly or indirectly affected by emergencies and how these may change over time
7. the potential impacts of emergencies on vulnerable people and groups including:
 - 7.1 definitions of vulnerability in the context of emergencies
 - 7.2 issues specific to vulnerable groups
8. how to communicate with individuals affected by emergencies in a manner which promotes understanding
9. how to ensure longer-term recovery considerations are incorporated into responses to emergencies
10. how to prevent escalation of the impacts of emergencies
11. how to empower individuals, organisations and communities to manage their own recovery
12. organisations, grants and funding schemes able to provide assistance for recovery from emergencies
13. arrangements for managing funds donated by the public in response to

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emergencies

14. legislation, regulations and related guidance relevant to recovery from emergencies

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Behaviours

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

- 1 collaborative
- 2 community minded
- 3 constructive
- 4 determined
- 5 empathetic
- 6 flexible
- 7 realistic

Skills

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

- 1 communication
- 2 consulting
- 3 influencing
- 4 liaison
- 5 motivating
- 6 negotiation
- 7 networking
- 8 organising
- 9 prioritising
- 10 project management
- 11 leadership

Glossary

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

Community

Individuals and organisations in localities including adults, children and young people, vulnerable people, residential homes, businesses, etc.

Links to other NOS

This standard is linked to:

- 1 CCAA1 Work in co-operation with other organisations
- 2 CCAA2 Share information with other organisations
- 3 CCAF2 Warn, inform and advise the community in the event of emergencies
- 4 CCAH1 Provide on-going support to meet the needs of individuals affected by emergencies
- 5 MLF1 Manage a project
- 6 MLF2 Manage a programme of complementary projects

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Developed by	Skills for Justice
Version Number	2
Date Approved	November 2014
Indicative Review Date	November 2019
Validity	Current
Status	Original
Originating Organisation	Skills for Justice
Original URN	SFJCCA2
Relevant Occupations	Public Services; Public Service Professionals; Firefighters; Health Professionals; Police Officers; Public Services and Care; Public Service and Other Associate Professionals
Suite	Civil Contingencies
Keywords	co-operate; share; warn; inform; manage; emergency; emergencies; emergency management; planning