SFJ EFSM2
Lead, monitor and support people to resolve operational incidents

Overview

This standard relates your leadership role at operational incidents. This includes your initial review and planning of incident management, operating within the incident command system. It includes implementing, reviewing and monitoring plans and management of resources to resolve the incident. It also includes planning and conducting relevant briefings.

There are three elements

1 Review and determine incident status
This includes your initial review of the incident type, status and progress, the collection of relevant information and analysis of implications for the community and for resource allocation.

2 Assume responsibility and implement action to support those involved in the incident
This includes your formulation of a plan for resolution of the incident, taking account of anticipated risks, monitoring the progress of activities against your plan and making relevant adjustments. It includes obtaining advice from relevant specialists and the conduct of operational briefings with relevant personnel.

3 Debrief following resolution of incidents
This includes the arrangement and conduct of relevant briefings both immediately following and at later stages of incident review.

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Review and determine incident status

You must be able to:

P1 obtain sufficient information from all available sources on incident progress, risks, deployment, resource availability and existing incident management

P2 confirm that current action complies with relevant legislation and protocols

P3 determine the current involvement of other agencies, their current activities and key contacts

P4 determine and resolve discrepancies between information obtained at the incident and information provided pre-incident

P5 confirm roles, responsibilities and communication channels with key personnel

P6 confirm risks and implications for personnel, for the community and for the wider context

P7 anticipate likely future resource needs including consideration of possible escalation of incident

P8 confirm the priority actions for resolution of incident

P9 ensure that information concerning change in roles and control of the incident reaches those who assist with its resolution

Assume responsibility and implement action to support those involved in the incident

You must be able to:

P10 plan a response which takes account of all available information and anticipated risks

P11 implement the plan, and confirm roles, responsibilities, tasks, and communication channels

P12 monitor the progress of activity against your plan

P13 anticipate risks to health, safety and welfare and ensure adequate and timely control measures are implemented

P14 review your incident plan to meet the emerging needs of the incident

P15 obtain technical and professional advice from suitable sources to support decision making

P16 provide information to other agencies to assist with their decision making

P17 conduct comprehensive briefings with relevant people to obtain progress reports and instigate action

P18 evaluate the implications of the incident on the organisation, the environment, the local community and other agencies roles and responsibilities

P19 ensure that relevant people are updated regarding identified implications

P20 provide accurate information to the media and utilise media resources to inform and protect the community

P21 confirm that objectives within immediate responsibility of the organisation

have been met
P22 handover status to relevant agencies before you withdraw support from the incident

Debrief following resolution of incidents

You must be able to:

P23 arrange sufficient debriefs of suitable type and frequency to meet the needs of the incident type and scale
P24 gather and review pertinent information from internal and external sources
P25 support a full review of procedures and performance relevant to the incident in order to identify learning outcomes for the organisation and individuals
P26 identify possible changes to procedures and resource requirements that would improve future practice and service delivery
P27 recommend improvements, with supporting evidence, to relevant people
P28 identify trends and their implications for future service delivery
P29 provide feedback to personnel and other agencies involved
P30 establish the support needs of personnel involved in the incident and instigate action to deliver this
P31 agree action to be taken following debrief activities including responsibilities and timescales

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Knowledge and understanding

You need to know and understand:

K1   the range and sources of information required to evaluate and manage incidents and how to access this

K2   relevant legislation and its correct interpretation and implementation

K3   your role, responsibilities and level of authority at operational incidents

K4   the roles, responsibilities, limitations and capabilities of personnel and other agencies

K5   lines of communication at incidents and the incident command system

K6   the range and type of resources available at incidents, their capabilities and limitations

K7   how to prioritise and allocate tasks and set clear objectives at incidents to achieve operational objectives

K8   your local community, its characteristics and associated risks

K9   dynamic risk assessment and associated health, safety and welfare issues

K10   how to communicate effectively and efficiently with personnel to achieve changing objectives and manage sensitive issues

K11   how to anticipate needs and requirements of the incident and of the personnel involved in its resolution

K12   issues of confidentiality

      K12.1   security - including data protection

      K12.2   intellectual property rights

      K12.3   Human Rights and the implications of potential litigation

K13   organisational objectives, values and how to operate within them

K14   methods, styles and principles of leadership and their application in operational contexts

K15   the range, type and extent of information needed for effective debriefs

K16   how to analyse trends, identify needs for change to procedures and instigate action to make relevant improvements

K17   methods of providing feedback and how to select those appropriate to the context and sensitivities of the situation

K18   requirements and methods of reporting on incidents and how to report to key internal, external, political and community contacts

K19   how to formulate and implement an incident plan and the factors affecting this

K20   the range of specialists available and how to make best use of their technical expertise and support

K21   procedures for reporting meritorious action

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