

SFJWM7

Lead and support people to resolve operational incidents



Overview

This standard is about your role as a first line manager at operational incidents. It includes planning and implementing a response to the incident. It also includes your role in closing down the operational phase of the incident and debriefing those involved.

There are four elements

- 1 Plan action to meet the needs of the incident
- 2 Implement action to meet planned objectives
- 3 Close down the operational phase of incidents
- 4 Debrief people following incidents

Target Group

The standard is recommended for first line managers in the Fire and Rescue services.

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Performance criteria

WM7.1 Plan action to meet the needs of the incident

You must be able to:

- P1 collect and confirm information relevant to the known and anticipated risks to people, property and the environment
- P2 plan action to lead and support your crew's response to the incident
- P3 develop your objectives through risk assessment
- P4 determine initial action against available resources, using a realistic assessment of their suitability for operational use
- P5 ensure your action plan provides sufficient flexibility to meet the known and anticipated needs of the incident

Implement action to meet planned objectives

You must be able to:

- P6 make appropriate adjustments to your plan based on an initial assessment of the incident
- P7 confirm your objectives and deploy your resources to meet priority needs
- P8 make decisions that continue to minimise risk and maximise progress towards your objectives
- P9 re-deploy your resources to meet the changing priorities of the incident
- P10 actively seek information to update your plan and progress action to meet your objectives
- P11 operate within the agreed level of your responsibility and authority
- P12 ensure your role and responsibilities at the incident are known and understood by those under your leadership and support
- P13 ensure your records are accurate, complete, in the agreed format, legible and available to authorised users
- P14 ensure your contact with people is supportive, constructive and timely

Close down the operational phase of incidents

You must be able to:

- P15 confirm your achievements against the planned objectives with relevant people
- P16 confirm the final status of the incident and agree any further action with relevant people
- P17 identify any unresolved risks and hazards and take action to minimise these within operational constraints
- P18 collate and provide accurate and complete information and advice to relevant people and confirm mutual understanding
- P19 ensure contact with people is supportive, sensitive to context and presents a positive image of the organisation
- P20 make your resources available for redeployment at the earliest opportunity
- P21 accurately confirm with relevant people your resource status and

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availability

P22 operate within agreed levels of your authority and responsibility

P23 ensure records are complete, accurate, legible, in the agreed format and available to authorised users

P24 confirm your achievements against the planned objectives with relevant people

Debrief people following incidents

You must be able to:

P25 measure performance against specified standards relevant to defined roles

P26 identify opportunities and action to improve future performance

P27 conduct the debrief in a manner which promotes constructive, open and supportive review of the incident

P28 recognise successful actions, acknowledge effective performance and report meritorious actions to the relevant people

P29 immediately address risk critical issues identified through performance of people, equipment, working practices and systems

P30 identify and record all significant learning points and agree action to address these

P31 ensure your records are in the agreed format, accurate, complete, legible and available to authorised users

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Knowledge and understanding

You need to know and understand:

Health and Safety

- K1 hazards and risks of the workplace affecting people and the environment
- K2 how to apply practices that maximise the health, safety and welfare of yourself and others in the workplace
- K3 how to make and apply decisions based on the assessment of risk

Organisational

You need to know and understand:

- K4 applicable fire service or other legislation
- K5 how to access, interpret and provide relevant information, including feedback
- K6 how to monitor and evaluate the effectiveness of plans and objectives
- K7 how to plan and prioritise work, including time management
- K8 how to plan the use of physical resources
- K9 how to provide information to influence change or improve service delivery
- K10 organisational policies, aims and objectives
- K11 recording systems and their use
- K12 sources and availability of information
- K13 the range of external regulations and requirements that impact on your work

Personal and Interpersonal

You need to know and understand:

- K14 how to communicate clearly and effectively with the range of people involved
- K15 how to involve and motivate people
- K16 how to make positive contributions to effective teamwork
- K17 how to plan and prioritise work in response to work demands
- K18 how to recognise problems that affect performance, and action appropriate and timely solutions
- K19 how to select and use feedback techniques
- K20 how to set objectives
- K21 how to solve problems, make decisions and plan for contingencies
- K22 how to treat colleagues and members of the public with respect and consideration, taking account of, and accepting, diversity
- K23 lines and methods of communication/reporting in the workplace
- K24 methods of active and proactive monitoring of achievements of objectives
- K25 role requirements and expected standards of performance
- K26 roles, responsibilities and limits of authority of self, others and other agencies in the workplace

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K27 the importance of challenging unacceptable behaviour

Technical

You need to know and understand:

- K28 capabilities and limitations of personal and operational equipment
- K29 how to identify and preserve evidence
- K30 how to match and use resources to meet objectives
- K31 how to support the investigation of an event
- K32 roles and responsibilities within the incident command systems
- K33 the availability and access to internal and external resources and support
- K34 the requirements for availability, operational readiness and response of human and physical resources
- K35 types of evidence and its importance

Training and Development

You need to know and understand:

- K36 how to organise and conduct debriefs and review of performance

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