



# Functions of Incident Workforce Cadres & Position Descriptions

September 2014



# FEMA

# Table of Contents

- Chapter 1: Introduction ..... 2
- Chapter 2: The Functions of Incident Workforce Cadres ..... 3
- Chapter 3: FEMA Qualification System Position Descriptions..... 8
  - Acquisitions (AQC) ..... 8
  - Alternate Dispute Resolution (ADR)..... 9
  - Disaster Emergency Communications (DEC) ..... 10
  - Disaster Field Training Operations (DFTO)..... 13
  - Disability Integration (DI) ..... 14
  - Disaster Survivor Assistance (DSA)..... 15
  - External Affairs (EA)..... 17
  - Environmental/Historic Preservation (EHP)..... 24
  - Equal Rights (ER) ..... 26
  - Financial Management (FM) ..... 26
  - Hazard Mitigation (HM) ..... 28
  - Human Resources (HR) ..... 46
  - Individual Assistance (IA) ..... 48
  - Information Technology (IT)..... 57
  - Logistics (LOG)..... 59
  - National Disaster Recovery Support (NDRS) ..... 64
  - Office of Chief Counsel-Legal (OCC)..... 69
  - Operations (OPS)..... 69
  - Public Assistance (PA) ..... 72
  - Planning (PLAN) ..... 75
  - Safety (SAF) ..... 78
  - Security (SEC) ..... 79

# CHAPTER 1: INTRODUCTION

The Federal Emergency Management Agency (FEMA) is committed to supporting survivors and first responders of all-hazard incidents by ensuring the agency maintains a professional qualified staff, equipped and ready to respond to those in need. To effectively address the needs of survivors, FEMA has established specialized incident workforce cadres capable of responding to and recovering from the unique complexities of each disaster.

This document provides insight on the duties and responsibilities of each cadre and the FEMA Qualification System job titles associated with them. The information will allow perspective incident workforce employees to make educated decisions on joining a cadre by aligning their skills and abilities to the appropriate job title.

# CHAPTER 2: THE FUNCTIONS OF INCIDENT WORKFORCE CADRES

## **Acquisitions (ACQ)**

- Manages contracting activities by providing procurement advice, guidance, and information to coworkers, customers, and/or other contracting parties. Additional duties include:
  - Prepares the solicitation (e.g., Invitation for Bids, Request for Proposals) and all applicable pre-solicitation file documentation. Implement the contract and monitor contractor performance
  - Initiates acquisitions
  - Manages individual purchase card(s)

## **Alternative Dispute Resolution (ADR)**

- Supports field employees, leads, supervisors, and managers by providing a range of decision-making, conflict prevention, and conflict resolution services on request to prevent escalation; into formal actions or complaints. Services include:
  - Skills training
  - One-on-one consulting
  - Facilitating meeting and group processes
  - Mediation and conciliation

## **Disaster Emergency Communications (DEC)**

- Deploys, installs, operates, maintains, and protects telecommunications and operations assets in response to all-hazards disasters and in support of planned special events. Additional duties include:
  - Support the disaster emergency communications needs of state and local government.
  - Ensure continuity of disaster emergency communications through FEMA regional fixed facilities positioned throughout the Nation.

## **Disaster Field Training Operations (DFTO)**

- Plans, develops, promotes, and delivers disaster performance improvement and training opportunities with EMI and Regional Offices.

## **Disaster Survivor Assistance (DSA)**

- Establishes a timely presence on the ground in the affected areas to address disaster survivors' immediate and emerging needs by meeting survivors at their homes or in their communities. Additional responsibilities include:
  - AIR Mission (immediately initiated upon arrival at a disaster location)
    - Assess: Provide ground truth and validate that the operational goals and priorities align with the most critical needs of disaster survivors.
    - Inform: Ensure disaster survivors have an understanding of and access to the full range of assistance available to support their recovery.

- Report: Provide Operators and leadership with comprehensive, actionable summaries that identify needs and trends.
- Provide a consistent flow of survivor and community information to External Affairs to ensure critical messaging is targeted to disaster survivor needs and concerns, and that local, state and tribal elected and appointed leadership are informed.
- Respond to internal and external requests, and keep all stakeholders informed on the resolution and progress of requests.

### **Disability Integration (DI)**

- In accordance with Federal civil rights laws and regulations, provides guidance, tools, methods, and strategies to integrate and coordinate emergency preparedness, response and recovery for children and adults with disabilities and others with access and functional needs, during and after disasters.

### **Environmental/Historic Preservation (EHP)**

- Facilitates timely delivery of disaster assistance to communities and individuals, the EHP cadre provides appropriate technical expertise and develops necessary tools to address and resolve anticipated EHP issues relating to the compliance review and approval process for actions proposed to be funded by FEMA during emergency and recovery operations.

Additional responsibilities include:

- Provides operational support to the FEMA programs, including Public Assistance, Individual Assistance and Mitigation, to assure that their actions comply with the Federal environmental and historic preservation laws, executive orders and regulations that have been established to protect natural and built environment.

### **Equal Rights (ER)**

- Responsible for equal rights and civil rights function and diversity initiatives. It reviews reasonable accommodation requests and receives accessible electronic and information technology requests in support of multiple statutory requirements.

### **External Affairs (EA)**

- Communicates with and responds to our stakeholders in Congress, the media, State, Tribal and local governments, the private sector as well as our internal FEMA employees.

Additional responsibilities include:

- The office also serves as an advisor to FEMA program and support offices on decision making, development, and maintenance of policies and programs to ensure that activities are responsive to stakeholder, media, congressional and other audiences.

## **Financial Management (FM)**

- Creates, monitors, and verifies allocations and obligations in the appropriate financial systems and prepares financial reports at incident field offices. Additional responsibilities include:
  - Has expertise in travel rules and regulations and assist travelers with the preparation of travel vouchers.
  - Has expertise in creating, monitoring and verifying allocations and obligations in the NEMIS and IFMIS financial systems and the preparation of financial reports at disaster field offices.

## **Hazard Mitigation (HM)**

- Manages risk reduction activities from all natural hazards to include public education, private sector partnership, technical assistance to local and State governments, grants management, insurance coordination, and community planning. The cadre is also responsible for the following:
  - Help to create safer communities by reducing loss of life and property.
  - Enables individuals to recover more rapidly from flood and other disasters.
  - Lessens the financial impact of disasters on the Nation.

## **Human Resources (HR)**

- Identifies, acquires, sustains, and maintains a quality workforce to meet the FEMA mission.

## **Individual Assistance (IA)**

- Ensures that individuals and families affected by disasters have access to the full range of FEMA programs in a timely manner and that the best possible level of service is provided to applicants in the administration of these programs. Additional responsibilities include:
  - Developing partnerships with the States, voluntary organizations, the private sector and other Federal agencies that are delivering similar kinds of assistance to the same groups of individuals.

## **Information Technology (IT)**

- Provides the most efficient, expeditious, and cost saving information services at all incident locations during initial setup, continuation of operations, phase down, and at closure. Additional responsibilities include:
  - Establishment of the Local Area Network (LAN) (PCs, servers, printers and faxes), interconnection to the Wide Area Network (WAM) (routers and external interface devices), all telecommunications routes and services (PABX and phones), and all internal and external coordination for these services.

## **Logistics (LOG)**

- Coordinates and monitors all aspects of resource planning, movement, ordering, tracking, and property management of initial response resources (IRR), teams, and accountable property during the life of an incident. Additional responsibilities include:

- Plans, prepares, implements, and evaluates all functions that support an operation or activity.
- Ensures that all functions are executed in a unified manner in order to reduce costs, ensure appropriate support actions, decrease delivery time and improve property accountability.
- The major functions are Facility Management, Transportation Management, Material Management, Customer Coordination and Information Technology and telecommunications.

### **National Disaster Recovery Support (NDRS)**

- Assists the FDRC/FCO in facilitating disaster recovery coordination and collaboration between the Federal, State, tribal, and local governments, the private sector and voluntary and faith-based community organizations.

### **Office of Chief Counsel - Legal (OCC)**

- Responsible for ensuring that FEMA field operations are consistent with all applicable statutes; regulations; and agency policies, directives, and standards. Additional responsibilities include:
  - Provides timely onsite legal advice to ensure that FCO and program staff decisions are legally sound and fiscally responsible;
  - Supports the Agency mission and contributes to the positive image of FEMA.

### **Operations (OPS)**

- Encompasses the integration of Federal, State, tribal, and local response programs to ensure the efficient and effective delivery of immediate emergency assistance to individuals and communities impacted by major disasters, emergencies, or acts of terrorism. Functionally, Operations describes the employment of tactics, initiation of actions and commitment of resources in response to an incident requiring Federal support.

### **Planning (PL)**

- Plans, collects, evaluates, disseminates, and manages information regarding the threat or incident and the status of Federal resources.

### **Public Assistance (PA)**

- Provides assistance for debris removal, implementation of emergency protective measures, and permanent restoration of infrastructure to assist States, local governments, and certain private non-profit entities under the Stafford Act.

## **Safety (SF)**

- Provides a safe and healthful work environment for FEMA employees and our emergency management partners at fixed sites, incident operations, and facilities. Additional responsibilities include:
  - Conducts job hazard analysis in order to identify and mitigate occupational risks and coordinate purchase of proper Personal Protective Equipment (PPE).
  - Coordinates and disseminates all occupational safety and health hazard information to responding ESF's, as well as facilitates the interagency safety and health committee meetings
  - Ensures a safe working environment for disaster response and recovery operations.
  - Maintains proper OSHA reporting requirements for worker injury and illnesses.

## **Security (SEC)**

- Implements and manages physical security programs in support of the Agency's all- hazards emergency management programs for the protection of personnel, property, and facilities. Additional responsibilities include:
  - Provides direct support to disaster response and recovery operations;
  - Coordinates all ESF #13 Operations.



# CHAPTER 3: FEMA QUALIFICATION SYSTEM

## POSITION DESCRIPTIONS

### Acquisitions (AQC)

#### **ACQ Acquisitions Quality Assurance Specialist (AQAS)**

The AQAS reports to the Lead Contracting Officer and provides quality assurance, technical monitoring, and administration of contracts to ensure compliance with federal regulations.

#### **ACQ Acquisition Business Specialist (AQSP)**

The AQSP is responsible for executing Local Business Transition Team (LBTT) activities, supporting pre-award contract activities, and conducting procurement research.

#### **ACQ Acquisition Contracting Manager (CRMG)**

The CRMG is responsible for procurement planning, negotiations, awards, administration, terminations, and closeouts. The CRMG also performs the duties of the Contracting Officer. As necessary, the CRMG will appoint a COTR from the appropriate program area for each contract to monitor contract performance and ensure technical requirements of the contract are performed. All CRMG activities will be carried out consistent with the requirements of the FAR. Primary duties include the following:

- Meet with the Logistics Section to establish acquisition procedures.
- Coordinate with the Acquisitions Business Specialist on Procurement Unit priorities.
- Oversee the evaluation of proposals to ensure that they are performed according to the terms and conditions of the solicitations.
- Oversee that procurement activities, decisions, and correspondence are documented properly.
- Ensure that Federal Procurement Data System—Next Generation (FPDS-NG) and Automated Acquisition Management System (AAMS) data is entered accurately and timely.
- Ensure that contract specialists and COTRs/project officers are managing the invoice process properly and elevate problems when necessary.
- Provide procurement advice, guidance, and information to co-workers, customers, and/or interested parties.

#### **ACQ Acquisition Contracting Specialist (CRSP)**

The CRSP is responsible for bid solicitation, contract administration, and monitoring contract progress.

### **ACQ Acquisition Procurement Unit Leader (PROC)**

The PROC is responsible for administering all financial matters pertaining to vendor contracts, leases, and fiscal agreements. All PROC activities are carried out consistent with Federal Acquisition Regulations (FAR) requirements. Other Federal agency personnel—General Services Administration contracting and leasing specialists, U.S. Forest Service Buying Team, etc.—supporting procurements for the incident are assigned to the Procurement Unit. Primary duties include the following:

- Monitor the preparation of solicitations, all applicable pre-solicitation file documentation, and the processes used to solicit offers.
- Oversee the evaluation of proposals to ensure that they are performed according to the terms and conditions of the solicitation.
- Monitor the selection of offers and execution of awards.
- Monitor the implementation of contracts and contractor performance.
- Oversee and perform the contract procurement closeout process.
- Oversee the use of purchase-card transactions made by the Procurement Unit.
- Develop procurement strategies and best practices to source and acquire goods and services.

### **ACQ Acquisition Procurement Specialist (PRSP)**

The PRSP is responsible for the acquisition of supplies, equipment, and services including determining the best source, negotiating with suppliers, and evaluating vendor performance.

### **Alternate Dispute Resolution (ADR)**

#### **Alternative Dispute Resolution (ADR) Advisor (ADAD)**

The ADAD conducts ADR and prevention activities and collaboration processes. Primary duties include the following:

- Provide prompt, expert means of resolving disputes.
- Assist individuals and groups with problem solving, as requested, using processes such as conflict coaching, mediation, conciliation, facilitation, “climate” assessment, and group-participation processes.
- Provide advice and consultation on ADR to the C&GS, supervisors, and employees using ADR.
- Coordinate and disseminate ADR information and provide outreach.
- Conduct a thorough and sensitive intake with each client.

## **Disaster Emergency Communications (DEC)**

### **DEC Disaster Emergency Communications Group Supervisor (DEGS)**

The DEGS is responsible for assisting offices of emergency communications, coordinating restoration of public safety and first responder networks, assisting in restoring the communications infrastructure, and ensuring a smooth transition to long-term restoration efforts.

Primary duties include the following:

- Provide oversight and direction for tactical communications, public safety, and restoration operations.
- Identify critical communications assets in danger of failing, which would affect national security/emergency preparedness services.
- Notify local communications carriers of potential new calling patterns due to relocations or evacuations.
- Ensure the development and maintenance of a communications Common Operating Picture (COP).
- Approve acquisition requests for equipment, goods, or services.
- Provide information to Federal, State, tribal, local, NGO, and private sector personnel on DEC roles, capabilities, and responsibilities.

### **DEC Mobile Communications Office Vehicle Manager (MBMG)**

- The MBMG is responsible for managing and supporting the Mobile Communications Operations Vehicles (MCOV) assigned to the incident. Primary duties include the following:
  - Arrange for and schedule major repairs for non-mission capable units.
  - Replace non-mission capable units.
  - Participate in planning activities—including the External Support Branch, (IA), and the incident action planning process.
  - Participate in MCOV site-selection suitability.
  - Assign the MCOV to specific sites as directed.
  - Provide logistical support to MCOVs as necessary.

### **DEC Mobile Communications Office Vehicle Operator (MBOP)**

The MBOP is responsible for the set-up and operation of the MCOV. Primary duties include the following:

- Prepare the MCOVs and operational systems for deployment as directed.
- Conduct a chassis pre-trip inspection using the MCOV weekly log.
- Establish satellite configuration and connectivity.
- Conduct a connectivity test of the computer, printer, and fax machines.
- Move the MCOV to a designated location, keeping the MCOV Program Office and MBMG apprised of travel status.
- Inform the MCOV Program Coordinator, Regional Liaison, and the MBMG of arrival at the designated MCOV location.
- Operate the MCOV safely and in accordance with Federal and State regulations.

### **DEC Mobile Emergency Response Support Coordinator (MECO)**

The MERS Coordinator represents the MERS Chief at an incident site and serves as the focal point for integrated emergency communications during response activities. MERS Coordinator may deploy with operations, logistics, security, and disaster preparedness capabilities. The MERS Coordinator is responsible for the safety, security, and mission success of all assigned MERS resources. Additional responsibilities include:

- Maintain accountability and ensure safety of assigned personnel and equipment
- Be the single point of contact for the provision of MERS services, reporting, documentation, and administrative support for the incident
- Assign team leaders as appropriate to maintain span of control
- In the absence of a DEC Group Supervisor, be the single point of contact for the provision of ESF #2 services, reporting, and documentation for the incident
- Provide Tactical Emergency Communications and ESF #2 support to the Operations Section Chief, or designated representative, as requested and authorized
- Provide facility and logistical support to the Logistics Section Chief or designated representative, as requested and authorized
- Coordinate MERS support to Federal, Tribal, State, and local agencies, as directed, to ensure unity of effort
- Conduct daily mission analysis for changes in specified and implied tasks and ensure that MERS resources are adequate to meet current and projected requirements

### **DEC Mobile Emergency Response Support Specialist (MERS)**

The MERS is assigned to a MERS Detachment and reports to the MERS Coordinator (MECO) during deployments. The MERS provides emergency communications, logistics, operations, security, and/or disaster preparedness support during incident response. The MERS works to support the Regional Administrator, Incident Management Assistance Team (IMAT) Chief, or the Federal Coordinating Official (FCO) in meeting the needs of the state / tribal leaders as identified in the Incident Action Plans (IAP).

### **DEC Communications Planning Manager (PLMG)**

The PLMG reports to the TCTL and assists in the development of plans by identifying communications-related requirements and assets. Primary duties include the following:

- Develop and manage the incident communications COP.
- Identify Federal assets, their status, and vulnerabilities—including asset owners; radio frequency (RF) transmitter locations, coverage, and frequencies; RF cross-banding devices; and bandwidth utilization, including satellite, terrestrial, and wireless.
- Identify communications-related initiatives implemented by State, tribal and local governments and NGOs.
- Document in a common database or spreadsheet POC information, resources the stakeholders can contribute to resolve issues, and assistance the stakeholders need from the DEC Group.
- Track requests for communication services.

### **DEC Tactical Communications Task Force Leader (TCTL)**

The TCTL is responsible for developing operability and interoperability strategies to ensure that responders from all levels of government and the private sector can communicate effectively during response to an incident. Primary duties include the following:

- Provide oversight and direction for emergency communications, public safety, and temporary restoration operations.
- Advise immediate supervisor of emergency communications assets in danger of failing.
- Coordinate the temporary restoration of emergency communications infrastructure and systems.
- Recommend tactical and emergency communications requirements to immediate supervisor.
- Assess the adequacy and interoperability of the tactical and emergency communication networks.

## **DEC Wireless Communications Manager (WIMG)**

The WIMG reports to the TCTL and is responsible for managing spectrum use. Primary duties include the following:

- Process requests for frequency assignments.
- Resolve frequency use conflicts.
- Coordinate frequency management—Federal Communications Commission (FCC), National Telecommunications and Information Administration (NTIA), State, tribal, territorial, and local.
- Consolidate frequency use assignments and approvals.
- Coordinate with spectrum managers to update the frequency inventory.
- Provide technical guidance for tactical communications networks.
- Ensure Federal, State, tribal, territorial, and local interoperability.

## **Disaster Field Training Operations (DFTO)**

### **DFTO Training FEMA Qualification System (FQS) Specialist (TQSP)**

The TQSP provides support and guidance for FQS activities on the incident—including identifying and matching trainees with coaches/evaluators, confirming trainees and coaches/evaluators, understanding their roles and responsibilities in the FQS process, conducting the final incident FQS trainee interview, and submitting the final FQS packages at closeout.

### **DFTO Training Manager (TRMG)**

The TRMG is responsible for assisting the TRNL in implementing incident training and overseeing the administration of the FQS Position Task Books on the incident. Primary duties include the following:

- Assist cadre managers/program representatives with training needs assessments to determine additional trainee opportunities.
- Produce reports as directed—including training plans, training needs assessment, FQS report, weekly training report, and closeout reports.
- Coordinate with the Regional Training Manager as directed.
- Determine FQS needs for assigned staff.
- Provide guidance on FEMA learning management system (LMS) and other related tools.
- Monitor the process and address emergent issues and concerns in FQS.

### **DFTO Training Unit Leader (TRNL)**

The TRNL is responsible for developing and implementing incident training and overseeing the administration of FEMA Qualification System (FQS) Position Task Books (PTBs) on the incident. Primary duties include the following:

- Develop a Training Plan in alignment with incident strategic plan and incident objectives.
- Oversee the development of guidance and training products, including a training needs assessment, training plans, training calendar, weekly training reports, FQS reports, and closeout reports.
- Brief senior leadership to inform their decision making regarding the Training Plan.
- Oversee the delivery and evaluation of training.
- Manage the implementation of FQS during the incident.
- Resolve emergent issues regarding training and FQS.

### **DFTO Training Specialist (TRSP)**

TRSP assists with planning, coordinating, and delivering training activities.

### **DFTO Training Support Specialist (TSSP)**

The TSSP supports Training Unit activities, such as maintaining the training calendar and training schedules, entering Training Unit related data into FEMA data systems, setting up the training room, supporting the FEMA Employee Knowledge Center (FEKCC), and providing support and guidance for the FQS.

## **Disability Integration (DI)**

### **DI Lead Disability Integration Advisor (DISL)**

The DISL is responsible for conducting, managing and supervising disability integration activities.

### **DI Disability Integration Advisor (DISA)**

The DISA is responsible for providing the FCO and the incident management organization with situational awareness, advice and guidance regarding physical, programmatic and effective communication access for people with disabilities and others with access and functional needs. The DISA also serves as an intermediary between the disability community and the incident management organization. Primary duties include the following:

- Identify local disability stakeholders.
- Link disability leaders with established FEMA working groups.
- Provide broad-perspective situational awareness to partner groups, the incident management organization, and other FEMA components.

- Provide situational awareness on significant issues relating to disability integration to, and coordinate with, FEMA Office of Disability Integration & Coordination (ODIC) Headquarters and Regional Disability Integration Specialist (RDIS) on significant issues.
- Serve as a direct resource to the community and refer applicants with disabilities to appropriate incident personnel.
- Promote integration and inclusion of disability community leaders throughout the incident lifecycle.
- Advise and provide technical assistance regarding Disability Integration issues impacting effective communications access.
- Advise and provide technical assistance regarding equal access to all programs and services.
- Evaluate and monitor incident activity for physical, programmatic, and effective communications access.
- Provide disability inclusive options for meeting the FEMA mission and obligations.
- Coordinate or communicate with Training Unit Leader on the development and delivery of formal and informal training.
- Provide formal and informal training to stakeholders on Disability Integration issues.

## **Disaster Survivor Assistance (DSA)**

### **DSA Disaster Survivor Assistance Branch Director Type I & Type II (DBD1) (DBD2)**

#### **Disaster Survivor Assistance Group Supervisor (DSGS)**

The Disaster Survivor Assistance (DBD) Branch Director reports to the Operations Section Chief (OSC). The DBD is responsible for providing supervision of the Disaster Survivor Assistance program on the incident. The DSA Group Supervisor reports to the DSA Branch Director when activated or the OSC when no DSA Branch Director is required to manage span of control. The DBD works closely with the OSC, the Individual Assistance program and other program areas to support field operations. Primary functions of the Disaster Survivor Assistance Branch include the following:

- Assess, Inform, Report Mission should be immediately initiated upon arrival at a disaster location.
  - Assess: Provide ground truth and validate that the operational goals and priorities align with the most critical needs of disaster survivors.
  - Inform: Ensure disaster survivors have an understanding of and access to the full range of assistance available to support their recovery.
  - Report: Provide operators with comprehensive, actionable summaries that identify needs and trends.



- Coordinate effectively with External Affairs, Individual Assistance, Voluntary Agency Liaisons, Operations, and Planning to ensure proper coordination and timely information exchange.
- Develop and maintain a DSA functional plan.
- Coordinate DSA activities and establish strategies to reach survivors.

### **DSA Disaster Survivor Assistance Specialist (DSAS)**

The DSAS disseminates disaster-specific information to individuals and the community, collects and submits information through appropriate channels, registers survivors for FEMA assistance, and provides case status and updates. The DSAS must build working relationships with local and community-based organizations and operations personnel.

The DSAS also has specific additional qualifications for events and multilingual specialties.

### **DSA Disaster Survivor Assistance Task Force Leader (DSTL)**

The DSTL works closely with the Individual Assistance program and other field operations.

Primary duties include the following:

- Monitor internal and external relationships to ensure effective communication.
- Respond to internal and external requests, and keeps all stakeholders informed on the resolution and progress of requests.
- Oversee the dissemination of disaster-specific information products to the community.
- Analyze daily field reports that subordinates provide to identify emerging trends and issues.
- Create a daily summary based on analysis of information provided in Daily Summary Reports and submit to immediate supervisor.

### **DSA Disaster Survivor Assistance Crew Leader (SVCL)**

The SVCL supervises DSA Specialists in field activities. Primary duties include the following:

- Ensure that DSA Specialists (DSAS) have tested operational communications equipment for their assigned areas.
- Resolve communications/equipment related issues.
- Coordinate with appropriate program group supervisors and division supervisors when assigned to their Division.
- Oversee DSA Specialists in establishing appropriate communications channels.
- Analyze requests to assure the availability of resources and personnel.
- Assign DSAS to handle requests.
- Verify the accuracy of completed areas of the responsibility map.
- Confirm that disseminated materials are reaching the appropriate audience.

## **External Affairs (EA)**

### **EA Assistant External Affairs Officer—Congressional Affairs (AEAC)**

The AEAC is responsible for the following: establishing contact with congressional offices representing affected areas, to provide information on the incident; responding to congressional inquiries; arranging for incident-site visits for members of Congress and their staffs; and coordinating with local liaison officers on all congressional affairs and issues to ensure coordinated efforts. Primary duties include the following:

- Coordinate with functional branches/groups to assess the scope of the disaster and relevant EA issues.
- Coordinate with other Assistant EAOs to ensure proper and timely information exchange.
- Ensure that preliminary research on the congressional delegations is completed.
- Fulfill congressional reporting requirements, to include the weekly congressional report, the congressional interaction report, and congressional inputs to other EA products.
- Coordinate congressional briefings, to include logistics, material, and speakers.

### **EA Assistant External Affairs Officer—Joint Information Center (AEIC)**

The AEIC is responsible for releasing information about the incident to the news media, incident personnel, and other appropriate agencies and organizations. The AEIC establishes and manages the JIC with the other involved agency PIOs and the State. Primary duties include the following:

- Identify and resolve or elevate media issues, including trends in media coverage or inquiries as appropriate.
- Provide input to the JIC Strategic Plan as directed.
- Perform interviews with media of national scope, and coordinate national media requests with the FEMA Director of Public Affairs.
- Develop, maintain, and execute an EAO-approved JIC functional plan.
- Coordinate all press conferences to include logistics, spokespersons, and materials.

### **EA Assistant External Affairs Officer—Intergovernmental Affairs (AEIG)**

The AEIG is responsible for promoting Federal interaction with State, tribal, territorial, and local governments. The AEIG does this in close coordination with Operations Section personnel, especially branch directors and division/group supervisors. Primary duties include the following:

- Oversee preliminary intergovernmental research, to include the completion of State/tribal/territorial/local profiles.
- Develop and maintain an Intergovernmental Affairs Functional Plan.
- Coordinate outreach and engagement with State/tribal/territorial/local government entities.

- Ensure that stakeholders are notified that the Intergovernmental Affairs functional area of the JFO has been established.
- Ensure appropriate contact with State, tribal, territorial, and local agencies to establish the baseline for information exchange.

#### **EA Assistant External Affairs Officer–Planning & Products (AEPP)**

The AEPP is responsible for planning and product development to ensure the timely delivery of information. This includes anticipating events and processes, determining appropriate messaging, and developing written materials. Primary duties include the following:

- Develop and maintain a Planning and Products functional plan.
- Execute the approved Planning and Products Functional Plan.
- Address special issues (including Limited English Proficiency/Additional Communication Needs [LEP/ACN] and tribal specialists, if staffed).
- Oversee and coordinate the development of the Strategic Communications Plan.
- Ensure that products are developed to support the Strategic Communications Plan.
- Process requests from other outside sources for product development.

#### **EA Assistant External Affairs Officer–Private Sector (AEPS)**

The AEPS is responsible for developing and implementing private sector engagement strategies. The AEPS also serves as a central point of information and collaboration between FEMA disaster response and recovery and the private sector. Primary duties include the following:

- Confirm that private sector stakeholder profiles are completed.
- Review the daily media analysis for trends, situational awareness, and issues.
- Develop and maintain a private sector functional plan.
- Ensure that stakeholders are notified that the Private Sector functional area of the JFO has been established.
- Ensure the distribution of the response and recovery messages to and through private sector organizations.

#### **EA Broadcast Manager (BCMG)**

The BCMG manages broadcast media events, and prepares senior FEMA officials for broadcast (TV, radio or digital) interviews. The BCMG coordinates the interview and the technical requirements of these media events. Primary duties include the following:

- Coordinates event requirements with local, regional or national Joint Information Center.
- Ensures the appropriate venue to meet technical and operational requirements.
- Monitors technical aspects of broadcast operations: Uplink process, Event progression, Time, Communication paths.

- Monitor the broadcast to ensure that content conforms to DHS/FEMA policies and regulations: Sensitive imagery, Personally Identifiable Information (PII), Survivor and injured confidentiality, Health Insurance Portability and Accountability Act (HIPAA).
- Coordinate distribution of video products as needed (Identifies multiple delivery methods and determines most appropriate, FTP, Broadcast Fiber, Broadcast Uplink).

### **EA Congressional Affairs Manager (CGMG)**

The CGMG is responsible for developing and coordinating congressional strategies to provide information to and build relationships with constituencies involved in agency disaster response and recovery programs and activities. Primary duties include the following:

- Develop a specific strategy and plan for handling of congressional activities.
- Research congressional districts and gather situational awareness of the disaster.
- Work with appropriate internal and external partners to identify and resolve congressional concerns, issues, and problems.
- Respond to congressional requests.
- Organize and conduct congressional briefings.
- Arrange for incident-site visits for members of congress and their staffs.
- Review proposed responses to congressional POCs that specialists develop, before they are released to congressional district offices.

### **EA Congressional Affairs Specialist (CGSP)**

The CGSP provides support and assistance to the congressional affairs program.

### **EA Creative Service Manager (CTMG)**

The CTMG manages creative services to support incident needs. Primary duties include the following:

- Coordinate with Strategy and Messaging to determine products best suited to support the Strategic Communications Plan.
- Prioritize the product development schedule.
- Ensure that products meet current standards.
- Oversee the finalization of products for distribution.
- Establish the product-approval process and coordinate for distribution.

### **EA Digital Communications Specialist (DCSP)**

The DCSP reports to the MRMG or the MRAM when activated. The DCSP identifies and monitors influential media users and websites in the affected communities, ensures content development meets FEMA HQ requirements, and updates the JFO website.

### **EA External Affairs Officer (EAO1, EAO2, EAO3)**

The EAO is responsible for developing and releasing information about the incident, as approved by the Federal Coordinating Officer (FCO), to the news media, elected officials, incident personnel, and other agencies and organizations. The EAO provides support to the FCO involving communications with external audiences in accordance with incident objectives. The EAO is responsible for the establishment and oversight of a JIC. Primary duties include the following:

- Oversee External Affairs (EA) plans.
- Participate in the incident action planning process.
- Meet with Federal and State congressional staff and State and local officials, briefing them on FEMA activities and programs.
- Direct and oversee public information, congressional, intergovernmental, and private sector programs.
- Review material before FCO approval for publication or release to the media.
- Oversee the development of speeches and talking points.
- Participate in all relevant National Incident Communication Conference Line (NICCL) and State Incident Communication Conference Line (SICCL) conference calls.
- Coordinate with State, local, tribal, and territorial Public Information Officers (PIOs) to establish the baseline for information exchange.
- Support the communication messaging requirements of emergency teams when appropriate.
- Assess the scope of responsibility outside of the assigned incident area (e.g., evacuees, media, and geographic distribution of EA functions).

### **EA Intergovernmental Affairs Manager (IGMG)**

The IGMG manages the intergovernmental affairs program. Primary duties include the following:

- Oversee State/tribal/territorial/local government preliminary research.
- Confirm that State/tribal/territorial/local profiles are completed.
- Review the Limited English Proficiency/Additional Communication Needs (LEP/CAN) assessment.
- Review the daily media analysis for tribal and intergovernmental issues.
- Assess the trends and comments of intergovernmental stakeholders and provide an assessment to immediate supervisor.
- Ensure that any initial contact or one-on-one meetings with intergovernmental officials are completed.

### **EA Intergovernmental Affairs Specialist (IGSP)**

The IGSP is responsible for the following: conducting preliminary research on the government structure, reviewing State and local profiles, making initial contact with intergovernmental officials, conducting office meetings with designated intergovernmental officials, and preparing and delivering presentations at official government meetings.

### **EA Limited English Proficiency/Additional Communication Needs Specialist (LASP)**

The LASP is responsible for researching and assessing LEP/ACN needs. The LASP also provides LEP/ACN support through working with internal and external partners.

### **EA Media Analysis Specialist (MDSP)**

The MDSP monitors news media to ensure all relevant information is gathered, produces the daily media analysis report, sets up media monitoring equipment, and provides media analysis.

### **EA Media Relations Manager (MRMG)**

The MRMG provides subject matter expertise in management of the media relations program. Primary duties include the following:

- Provide input to the JIC Strategic Messaging Plan as directed.
- Resolve or elevate identified media issues.
- Identify and elevate trends in media coverage or inquiries as appropriate.
- Ensure that copies of positive major stories or coverage are forwarded to FEMA HQ, the Region, the JFO leadership, and the FCO as appropriate.

### **EA Media Relations Assistant Manager (MRAM)**

When activated the MRAM reports to the MRMG and provides support and management of the media relations program, and supervises assigned specialists. Primary duties include the following:

- Supervise the development and maintenance of the media lists
- Disseminate current products to subordinates
- Supervise the dissemination of information to media representatives
- Review media inquiry inputs into the appropriate distribution system
- Assimilate all media analysis information.

### **EA Media Relations Specialist (MRSP)**

The MRSP operates the news desk, supports field requests for media events, and provides assistance in media relations.

### **EA Photography Specialist (PGSP)**

The PGSP reports to the VIMG and performs photo shoots; reviews, edits, and deletes photographs; and creates and maintains the photographic record.

### **EA Program Liaison Manager (PMMG)**

The PMMG manages the Program Liaison Specialists, the Reports Specialists and coordinates with operational program areas. Primary duties include the following:

- Process disaster-specific program information.
- Analyze program information submitted by the EA Program Liaison Specialist (PMSP).
- Collaborate with the EA Strategy and Messaging Specialist.
- Communicate Planning and Products capabilities to the PMSP.
- Coordinate the daily program liaison report with the Reports Specialist.
- Compile data to the assigned program areas POCs (schedules, deadlines, distribution lists, and reports).

### **EA Program Liaison Specialist (PMSP)**

The PMSP reports to the PMMG and is responsible for obtaining disaster situational awareness from—and providing EA information to—the assigned program area.

### **EA Private Sector Manager (PSMG)**

The PSMG manages the day-to-day private sector outreach at the JFO and Branch (functional or geographic). Primary duties include the following:

- Provides input into the Private Sector field strategy (Staffing, Products, Limited English Proficiency Accessible Communications Needs).
- Coordinates with regional and national private sector partners.
- Coordinates speakers' bureau requests pertaining to private sector stakeholders.
- Reviews and edits report inputs for Private Sector reports and ESF 15 inputs as well as the Daily Communication Summary.

### **Private Sector Specialist (PSSP)**

The PSSP identifies and reports to the AEPS on private sector needs, concerns, and issues. The PSSP also works with internal and external partners to identify private sector issues, resolve problems, and create and submit a daily report for the assigned area.

### **EA Reports Specialist (RPSP)**

The RPSP is responsible for gathering, validating, and analyzing required information; identifying critical issues; referring critical issues as directed; and prioritizing and completing assigned reports.

### **EA Resource Support Manager (RTMG)**

The RTMG provides resource support to the EAO organization. The RTMG also coordinates with logistics for space, office equipment, communications, office furniture, and office supplies.

Primary duties include the following:

- Ensure that all EA products, equipment, and contract needs are met.
- Coordinate with the Logistics Section for space, equipment, communications, and supplies.
- Ensure the establishment of EA emergency and safety procedures and that they are current and accurate.
- Attend and participate in EA staff meetings as directed in order to maintain awareness of EA resource support requirements.
- Ensure that the EA briefing and information materials, such as “smart books,” EA Weekly Communications Summary, Demobilization Plan, Rotation Plan, and other plans are current.
- Coordinate the orderly transition of EA activities and materials to the JFO functional areas and FEMA Region.

### **EA Resource Support Specialist (RTSP)**

The RTSP reports to the RTMG and assists in providing resource support to the EA organization.

### **EA Research and Writing Specialist (RWSP)**

The RWSP reports to the CTMG and is responsible for conducting preliminary research for product development, writing accurate and clear products, and finalizing products for distribution.

### **EA Speakers Bureau Specialist (SBSP)**

The SBSP manages the daily operation of the Speakers Bureau. The SBSP handles post-meeting tasks such as obtaining and analyzing the follow-up report to identify issues.

### **EA Strategy and Messaging Specialist (SMSP)**

The SMSP is responsible for obtaining situational awareness, developing messaging, writing the Communications Plan, and participating in the action planning process.

### **EA Tribal Affairs Specialist (TBSP)**

The TBSP is responsible for conducting preliminary tribal research, and interfacing with tribal officials. Additional responsibilities include:

- Educate tribal officials on the declaration process and programs.
- Describe the purpose of the FEMA tribal agreement.
- Conduct meetings as appropriate, preparing and deliver presentations at tribal meetings.



### **EA Videographer Specialist (VGSP)**

The VGSP reports to the VIMG and performs video shoots, produces final video packages, and creates closed captioning for broadcasts.

### **EA Visual Imaging Manager (VIMG)**

The VIMG manages the photography and videography services along support. Primary duties include the following:

- Overseeing the photography and videography services.
- Request a broadcast specialty based on the assigned incident.
- Resolve competing priorities to ensure that services are provided as needed.
- Ensure that photography and videography projects are coordinated across EA functional areas.
- Provide input to the JIC Strategic Plan as directed.

## **Environmental/Historic Preservation (EHP)**

### **EHP Environmental Compliance Review Specialist (ECSP)**

The ECSP conducts EHP program reviews, prescribes compliance measures, prepares reports, analyzes available PDA data, and provides general information and technical assistance to the incident management organization regarding EHP requirements for their programs.

### **EHP Environmental Floodplain Specialist (EFSP)**

The EFSP provides subject matter expertise in environmental floodplain considerations. EFSPs collect data to support compliance with 44 Code of Federal Regulations (CFR). Part 9—Floodplain Management, identify EHP resource considerations in a PDA, coordinate the integration of Part 9 floodplain reviews with concurrent historic preservation and environmental reviews. In addition, complete the eight-step process per 44 CFR Part 9, and provide technical assistance on floodplain considerations to the incident management organization and external stakeholders.

### **EHP Environmental and Historic Preservation Advisor (EHAD)**

The EHAD is the principal EHP program expert and advisor on the incident. The EHAD assesses potential EHP concerns and issues, coordinates with incident management staff to determine EHP staffing needs, and orders EHP resources.

The EHAD does not usually direct EHP personnel on the incident, but provides program oversight, technical expertise, and support to the incident organization, including the EHP Managers and Specialists assigned to the Operations Section. For more explanation of how EHP personnel are utilized see “Environmental and Historic Preservation” in “Operations”. Primary duties include the following:

- Obtain regional considerations affecting the incident organization/operation from the Regional Environmental Officer (REO).
- Assess potential EHP concerns, considerations, and needs; and ensure integration of the EHP program into incident activities.
- Review and approve the EHP Management Plan.
- Oversee public involvement to ensure compliance with EHP laws, regulations, and executive orders.
- Provide program oversight, technical expertise, and support to EHP personnel, incident management, and external customers.

### **EHP Environmental and Historic Preservation Manager (EHMG)**

The EHMG supervises EHP specialists supporting a specific program area. The EHMG will maintain technical contact and provide feedback to the EHAD throughout the incident. Primary duties include the following:

- Develop and maintain the EHP Management Plan, and make adjustments in response to new information, changing conditions, or unexpected obstacles.
- Ensure that organizational structure and staffing are adequate to meet the immediate supervisor's direction.
- Manage the dissemination of the EHP information to incident management organization components and external customers.
- Establish and maintain lines of communication with incident management organization components, to respond to requests for EHP resources.

### **EHP Environmental Specialist (ENSP)**

The ENSP assists other program specialists in complying with environmental reviews. The ENSP identifies EHP resource considerations in a PDA, makes determinations of effect on EHP resources beyond established agreements/protocols for streamlined review, and provides technical assistance on environmental considerations to the incident management organization and external stakeholders.

### **EHP Historic Preservation Specialist (HSSP)**

The HSSP provides expertise in historic preservation considerations and makes determinations regarding compliance with the National Historic Preservation Act (NHPA) Section 106. The HSSP also identifies EHP resource considerations in a PDA, and provides technical assistance on historic preservation considerations to the incident management organization and external stakeholders.

## **Equal Rights (ER)**

### **ER Equal Rights Advisor (ERAD)**

The ERAD is responsible for supporting the Agency's mission through Title VII (equal employment), outreach, inclusion, Title VI (nondiscrimination), and other equal rights initiatives. The ERAD is also responsible for ensuring compliance with applicable equal rights and civil rights statutes. Primary duties include the following:

- Review planned FEMA activities and documents for compliance with policies, laws, and regulations pertaining to EEO and civil rights.
- Verify the accuracy of the equal rights portion of the administrative procedures.
- Draft civil rights and equal employment correspondence for the FCO's signature and distribute to staff.
- Verify the accuracy of information on all posters and in all Equal Rights documents before they are duplicated and distributed.

### **ER Lead Equal Rights Advisor (ERLD)**

When more than one Equal Rights Advisor is assigned, an ERLD will be activated. The ERLD is responsible for overall management of the equal rights program. That includes ensuring compliance with applicable equal employment and civil rights statutes, and promoting the FEMA's mission through evaluation of the Agency's inclusion, outreach, and Title VI initiatives.

## **Financial Management (FM)**

### **FM Cost Unit Leader (COST)**

The COST is responsible for collecting all cost data, performing cost-effectiveness analyses, providing cost estimates and cost-saving recommendations, maintaining cost records, and providing travel voucher preparation services. Primary duties include the following:

- Ensure that prescribed internal control processes are executed correctly, including but not limited to the travel voucher/expense report quality assurance review, and adherence to self-inspection program principles and other protocols established by the OCFO.
- Provide guidance, expertise, and analysis on financial and administrative management to incident personnel and Cost Unit staff.
- Establish joint protocols for the review, approval, and commitment of requisitions, requests for commitment of funds, and mission assignments.
- Oversee the review of financial information and reports on a daily basis.
- Direct the review of every funding document to ensure correct fund coding, proper authorization, justification, and appropriateness of expenditures.
- Ensure that all funding is in conformance with Federal appropriations law, specifically with respect to the provisions of the Stafford Act.

- Ensure the maintenance and preparation for transition to the Region of financial files in conformance with the Self-Inspection Program Standard Operating Procedure (2600-014).

### **FM Funds Control Specialist Expert (FCEX)**

The FCEX reports to the COST and prepares or assists in the preparation of reports and analysis as directed by the COST. The FCEX assists with executing transactions in the financial management processing systems, monitors all HQ and non-HQ generated procurement actions to ensure all actions are obligated in a timely manner, and monitors the status of payroll and travel funds. The FCEX advises the COST for any procurement action which is not obligated within 10 days and makes recommendations for additional funding when required for payroll and travel funds.

### **FM Finance/Administration Section Chief (FSC1, FSC2, FSC3)**

The FSC is responsible for all financial, administrative, and cost-analysis aspects of the incident and for supervising Finance/Administration Section personnel. Functional responsibilities include funds control, document control, personnel actions, travel voucher preparation, acquisitions, and the financial aspects of mission assignments. The FSC is a certified Comptroller.

As with all other Command and General Staff positions, the FSC should be jointly staffed: the position should be held by both a Federal and State staff member who jointly work to support the UCG. Primary duties include the following:

- Provide guidance, expertise, and analysis on financial and administrative management to the FCO and the Command and General Staff.
- Use system-generated and ad hoc reports to oversee, analyze, reconcile, and control financial activities.
- Ensure the preparation of periodic reports to the FCO and the Office of Chief Financial Officer (OCFO), of the financial status of the incident.
- Establish joint protocols for the review, approval, and commitment of requisitions, allocations, requests for commitment of funds, and mission assignments.
- Maintain communications and awareness with the Regional Comptroller and follow the chain of escalation within the OCFO for reporting and issue resolution.
- Maintain communications with Regional personnel and follow the chain of escalation within the Region for information and issue resolution.
- Direct the review of every funding document to ensure correct fund coding, proper authorization, justification, and appropriateness of expenditures.
- Ensure that all funding conforms to Federal appropriations law, specifically with respect to the provisions of the Stafford Act and the Disaster Relief Fund.
- Supervise the Human Resources, Procurement, Training, and Cost Units for the incident.

- Establish and maintain a Succession and Management Plan for the Section, and delegate the authorities necessary to execute that plan.

### **FM Travel Manager (TVMG)**

The TVMG reports to the COST and is responsible for incident travel services, including regulation guidance and voucher preparation. Primary duties include the following:

- Ensure communication with FEMA HQ and Regional elements involved in the traveling process, to include the Travel Payment Center, Regional Travel Specialist, and OCFO Travel Policy section.
- Ensure the availability of travel services to all deployed personnel.
- Correctly interpret and apply Federal Travel Regulations and FEMA travel policies.
- Oversee travel specialists in the preparation of travel vouchers to ensure quality assurance.
- Execute quality assurance process on all travel vouchers.
- Reconcile current and pending travel expenditures to the available obligation balance and make recommendations for additional funding.
- Oversee the preparation of travel-related waivers and the process for the travel voucher/expense report batch logs.

### **FM Travel Specialist (TVSP)**

The TVSP reports to the TVMG and is responsible for assisting travelers preparing travel vouchers in compliance with appropriate regulations using the Travel Manager software.

## **Hazard Mitigation (HM)**

### **HM Administrative Specialist (ADSP)**

The ADSP is responsible for conducting administrative functions and procedures, and for providing administrative support for the Hazard Mitigation Branch.

### **HM Community Education & Outreach Specialist (CESP)**

The CESP may report anywhere in the HM CEO organization. There are eleven specialties for this position, and the position description varies by specialty. However, all CESP's perform the following: collect, review, and organize disaster-related information; communicate program information; establish and maintain effective working relationships; advise on HM program concepts, rules, regulations, and processes; analyze program-related data to make recommendations and identify problems; implement HM CEO processes; and provide basic CEO technical assistance to internal and external stakeholders. The CESP has the following specialties:

- HM Advisor
- Building Trades
- Education and Outreach
- Demographics

- Disaster Recovery Center Coordination
- Writer
- Speaker's Bureau

### **HM Community Education and Outreach Crew Leader (COCL)**

The COCL reports to the COTL. The COCL is responsible for coordinating and supervising staff and operational requirements to support information and guidance education and outreach on HM techniques and measures in public venues, home improvement stores, State fairs, and building industry events. Primary duties include the following:

- Develop and implement a process for crew members to collect and organize data.
- Share and facilitate information sharing among crew members and internal FEMA partners.
- Provide guidance on complex CEO issues at internal and external meetings (State/tribal/territorial/local briefings, town hall meetings, Speaker's Bureau meetings, etc.), presenting highly technical information for understanding and use by nontechnical audiences.
- Develop a disaster-specific, community-based education plan in coordination with other Mitigation crew leaders.
- Coordinate and supervise the development and implementation of educational activities and special events.
- Promote the integration and implementation of HM CEO activities within HM for both immediate and long-term recovery activities.
- Develop a tactical plan to implement functional objectives, in coordination with supervisor.

### **HM Community Education and Outreach Group Supervisor (COGS)**

The COGS is responsible for leading all Community Education Outreach (CEO) activities, and for developing the CEO Group functional plan—to advance the HM Strategy. Primary duties include the following:

- Maintain data collection for the functional area (i.e., arrange and contract support for data analysis).
- Direct the presentation of hazards, risk, and building performance to community officials and the media in coordination with External Affairs.
- Establish and maintain strategic partnerships internally and externally to advance mitigation goals and objectives.
- Coordinate with External Affairs, Disaster Survivor Assistance, voluntary organizations, and Federal/State/tribal/territorial/local agencies to develop and implement public

education strategies and materials—to encourage individuals and communities to become more disaster resistant through HM activities.

- Ensure that advice is provided to the public- and disaster-assistance applicants on hazard mitigation techniques and measures through Disaster Recovery Centers (DRC), other disaster assistance facilities, and special events.
- Work with External Affairs to establish protocol and procedures between the HM Branch and EA, and disseminate to the HM Branch.

### **HM Community Education and Outreach Task Force Leader (COTL)**

The COTL is responsible for supervising and coordinating CEO crews and operational requirements, to support information and guidance education and outreach on HM techniques and measures in the following: DRCs, public venues, home improvement stores, State fairs, and building industry events. Primary duties include the following:

- Manage the collection, distribution, and maintenance of HM disaster-related information—sharing information with crew leaders and Branch/Group staff, ensuring coordination with the Data Integration Specialist, and maintaining data collection for the functional area.
- Direct the presentation of hazards, risks, and building performance information to community officials and the media.
- Engage internal partners in developing strategies, to include mitigation practices, for all disaster-recovery programs.
- Develop a functional plan in support of the FEMA-State Hazard Mitigation Strategy.
- Ensure that advice is provided to the public- and disaster-assistance applicants on HM techniques and measures through DRCs, other disaster assistance facilities, and special events.
- Identify and assign key leaders for HM Program areas to carry out the HM Strategy (DRC coordination, education and outreach, product development, etc.).
- Develop and implement public education strategies in coordination with Disaster Survivor Assistance, Voluntary Agencies, and the State to encourage communities to become more disaster resistant through HM action (both before and after the disaster).
- Staff and manage the HM element at DRCs and other disaster assistance facilities in coordination with DRC CRLD.
- Oversee the analysis of population demographics, disaster impacts, and HM objectives, and tailor outreach programs to meet needs of all impacted groups.

### **HM Community Planner Crew Leader (CPCL)**

The CPCL provides technical assistance to the State/tribal/territorial/local staff in community plan preparation, revision, and review. Primary duties include the following:

- Coordinate the collection, distribution, and maintenance of HM disaster-related information.
- Develop, in coordination with supervisor, a tactical plan to implement functional objectives.
- Design a tactical plan for the Crew to include a list of essential Crew activities (e.g., obtain current State, local, and tribal Multi-Hazard Mitigation Plans and “crosswalks” for affected communities; also, ensure that the Crew is familiar with tribal culture and protocol).
- Identify and address immediate disaster-related HM Community Planning issues and determine if communities need to update their plans based on current disaster.
- Implement technical assistance to the State, tribal, territorial, and local governments, and other FEMA programs, in support of HM Community Planning goals.
- Coordinate and review State and local HM plans or updates for compliance with FEMA regulations and policies, using the Regional HM plan review process.
- Coordinate HM Plan reviews and provide written recommendations (i.e., crosswalks) to Regional staff regarding plan updates and/or improvements.
- Perform quality control during the HM Plan review process and facilitate a process to achieve consistency among plans and in conformance with Regional process.

### **HM Community Planner Specialist Expert (CPEX)**

The CPEX reports to the CPCL providing a higher level of expertise and a broader experience level. The CPEX also performs the following:

- Analyzes and advises on complex issues and processes.
- Implements more advanced program processes.
- Analyzes and interprets program policy.
- Advises on the role of HM planning in Recovery activities.
- Provides expert advisory and technical assistance to State, tribal, and local officials.

### **HM Community Planner Specialist (CPSP)**

The CPSP reports to the CPCL and provides advice on HM program concepts, rules, and processes. The CPSP also analyzes program related data and implements HM processes.



### **HM Community Planner Task Force Leader (CPTL)**

The CPTL reports to the HMGS or the GPGS when activated and supervises assigned crews to manage HM Community Planning. Primary duties include the following:

- Manage the collection, distribution, and maintenance of HM disaster-related information.
- Communicate HM program information under stressful situations.
- Establish and maintain strategic partnerships to advance mitigation goals and objectives.
- Participate in the incident action planning process, when requested.
- Develop a functional plan in support of the FEMA-State HM Strategy by identifying activities that will directly contribute to the achievement of HM Strategy objectives established mutually by the State, tribes, and FEMA.
- Oversee the integration of all Task Force outreach and technical assistance activities and the way they are delivered to communities.
- Coordinate with the Regional Planner to identify needs and ensure that technical assistance is provided to States, tribes, territories, and local communities on HM Planning.
- Ensure the review of State, tribal, territorial, and local hazard mitigation plans and submit recommendations.

### **HM Preliminary Damage Assessment Crew Leader (DACL)**

The DACL is responsible for coordinating, overseeing, and conducting PDA. Primary duties include the following:

- Coordinate the collection, distribution, and maintenance of HM disaster-related information.
- Communicate complex HM program information under stressful situations.
- Advise IA, PA, and State (the State Hazard Mitigation Officer and the NFIP Coordinator) on areas where the determination of the structural soundness, access, and environmental hazard concerns of housing resources will take longer to determine—to inform their housing strategy.
- Develop the Regional Analysis and Detailed Mitigation Assessment.
- Aggregate leads for mitigation success stories and best practices, and forward to the HM CEO Group for follow-up.
- Aggregate perishable date sites and provide to the HPA Group for action.

### **HM Preliminary Damage Assessment Specialist (DASP)**

The DASP reports to the HM DRC Coordination Crew Leader (DCCL) and is responsible for identifying and prioritizing sites for field assessment (repetitive loss, substantial damage, flood insurance issues, floodplain management issues, 406 opportunities, protection of wetlands, etc.).

The DASP assists in gathering statistical findings for the purpose of identifying the extent of damage, and uses equipment to gather and document mitigation-related information.

### **HM Disaster Recovery Center (DRC) Coordination Crew Leader (DCCL)**

The DCCL ensures that the HM and insurance messages are accurately disseminated in the DRCs. Primary duties include the following:

- Work with the HM Data Integration Specialist (DISP) to implement the process for data storage and maintenance.
- Provide guidance on complex CEO issues at internal and external meetings (State/tribal/territorial/local briefings, town hall meetings, Speaker's Bureau meetings, etc.) and briefings, as directed by immediate supervisor.
- Develop, in coordination with supervisor, a tactical plan to implement functional objectives.
- Coordinate with the IA DRC Coordinator to determine fixed and mobile DRC locations and opening and closing schedules.
- Conduct site visits to DRCs to monitor and assess the HM operation and to coordinate with the DRC Manager (DRMG), to optimize applicant routing and maximize opportunities for interviews with HM CEO specialists.
- Coordinate with the HM Product Development Crew to supply and resupply mitigation materials to the HM CEO specialists.
- Coordinate the deployment of HM DRC “go-kits” and visual displays concurrent with deployment of HM CEO specialists.
- Obtain or perform demographic assessment of the disaster-assistance population to determine language requirements for outreach venues.

### **HM Advisor Specialist Expert (DCEX)**

The DCEX may report anywhere in the HM CEO organization. The DCEX performs the same duties as the CESP with the HM Advisor specialty, except the DCEX has broader experience across different Regions and different disaster types—thereby qualifying him or her to handle more complex issues and to coach staff.

### **HM Data Integration Specialist (DISP)**

The DISP is responsible for coordinating HM data with other agencies and organizations, developing and maintaining geospatial databases, participating in incident action planning, and managing HM data and storage devices.

### **HM Engineering and Architect Specialist (EASP)**

The EASP conducts architectural and engineering studies and analyses. The EASP also provides technical support for the review of hazard mitigation projects and building codes.

### **HM Education Outreach Specialist Expert (EOEX)**

The EOEX performs the same duties as the CESP, except the EOEX has broader experience across different Regions and disaster types, qualifying him or her to handle more complex issues and to coach staff.

### **HM Emergency Support Function (ESF) Liaison Specialist (ESSP)**

The ESSP is responsible for interfacing with ESFs, to gather information that may be of value in integration with mitigation products. The ESSP coordinates with HM staff to provide mitigation technical assistance and resources in support of ESF activities. The ESSP also assists ESFs in promoting mitigation in workshops, publications, and press releases.

### **HM Floodplain Management and Insurance Group Supervisor (FIGS)**

The FIGS reports to the HBD and serves as the point of coordination on insurance issues. The FIGS also promotes community participation in the NFIP, ensures compliance with NFIP regulations in disaster response and recovery, and provides floodplain management expertise to State, tribal, territorial, local, and other field program elements. Primary duties include the following:

- Direct the presentation of floodplain management information to community officials and with the media, following established protocols to coordinate media interaction with EA.
- Create and provide disaster-specific guidance on Floodplain Management and Insurance issues at internal and external meetings and briefings, as requested by immediate supervisor.
- Engage internal partners (EA, IA, PA, Environmental Planning and Historic Preservation, etc.) in developing strategies that include mitigation practices in the recovery process that will advance community resilience and sustainability.
- Maintain lines of communication with appropriate State and local officials, Regional staff, and FEMA Headquarters personnel, in consultation with immediate supervisor.
- Coordinate Floodplain Management and Insurance activities with the Regional Mitigation and Branch Chief as necessary.
- Coordinate or partner with the State NFIP Coordinator to identify Floodplain Management and Insurance opportunities related to this disaster (NFIP compliance, NFIP policies, repetitive loss, etc.).
- Develop a functional plan in support of the FEMA-State HM Strategy by identifying activities that will directly contribute to the achievement of HM Strategy objectives established mutually by the State, Tribes, and FEMA.
- Ensure the provision of technical assistance to other programs to facilitate the objectives of Floodplain Management and Insurance and the NFIP program.

- Ensure the provision of technical assistance to States and communities in post-disaster NFIP compliance issues and opportunities.
- Provide congressional-constituent services on Floodplain Management and Insurance issues as directed.
- Establish and staff a JFO insurance “1-800” Hotline to support HM field staff in providing accurate and timely information related to floodplain management and insurance issues, as warranted.

### **HM Floodplain Management Crew Leader (FPCL)**

The FPCL reports to the FPTL and provides technical assistance to facilitate floodplain management, including the updating and adoption of ordinances in support of NFIP program objectives and requirements. Primary duties include the following:

- Coordinate the collection, distribution, and maintenance of HM disaster-related information.
- Work with the DISP to implement the process for data storage and maintenance.
- Develop a communication strategy for addressing a hostile audience.
- Provide guidance on complex floodplain management issues at internal and external meetings (State and local briefings, town hall meetings, Speaker's Bureau meetings, etc.) and briefings, as directed by immediate supervisor.
- Coordinate activities with the State National Flood Insurance Program Coordinator and local officials on floodplain management.
- Implement technical assistance to the State and local governments, and other FEMA programs in support of Floodplain Management goals.
- Provide expertise on coastal zone floodplain management including the Coastal Barrier Resources Act, FEMA’s *Coastal Construction Manual*, and tsunami inundation mapping.
- Provide technical expertise on floodway standards and other high-risk flooding, such as the following: flash-flood areas, fluctuating lake levels, ice jam flooding, mudflows, alluvial fan flooding, closed lake basins, and other areas of special consideration.
- Address potential impacts caused by unsafe levees and dams, high velocities, and debris flows.

### **HM Floodplain Management Specialist Expert (FPEX)**

The FPEX provides expert technical assistance to facilitate floodplain management in support of NFIP program objectives and requirements; advises on complex HM program concepts, rules, regulations, and processes; provides subject matter expertise on complex mitigation issues; analyzes and interprets HM program policy; and manages multiple complex projects and/or assignments.

### **HM Floodplain Management Specialist (FPSP)**

The FPSP can report to either the FPCL or the Floodplain Management Substantial Damage Crew Leader (SDCL). The FPSP provides technical assistance to facilitate floodplain management in support of NFIP program objectives and requirements.

### **HM Floodplain Management Task Force Leader (FPTL)**

The FPTL reports to the HMGS or FIGS when activated and provides technical assistance to facilitate floodplain management in support of NFIP program objectives and requirements. The FPTL ensures consistent Floodplain Management Program administration across all HM Floodplain Management (FPM) crews Primary duties include the following:

- Direct the presentation of floodplain management information to community officials and with the media, following established protocols to coordinate media interaction with EA.
- Coordinate or partner with the State NFIP Coordinator to identify Floodplain Management opportunities related to this disaster (NFIP compliance, opportunities for communities to reduce flood risk through Floodplain Management, requiring substantially damaged structures to meet Floodplain Management ordinances, meeting requirements for Community Rating System points, repetitive loss, etc.).
- Create and provide disaster-specific guidance on Floodplain Management and Insurance issues at internal and external meetings and briefings, as requested by immediate supervisor.
- Ensure compliance with the NFIP, applicable Executive Orders, insurance regulations, and building codes.
- Initiate support to communities for Substantial Damage Estimation to meet specific needs of affected communities.
- Guide the implementation of the Floodplain Management and Insurance Functional Plan within the Task Force.

### **HM Grants and Planning Group Supervisor (GPGS)**

The GPGS reports to the HBD and supports local and State compliance with the laws, regulations, and guidance of Section 404 of the Stafford Act, Section 322 of the Disaster Mitigation Act of 2000, and the 2007 DHS Appropriations Act. This includes assistance to State/tribal/territorial/local entities in developing multi-hazard mitigation plans and utilizing HM funding. The GPGS performs those activities to advance sustainability and community resilience by reducing the loss of life and property from future hazard events. The GPGS also implements HMGP and Mitigation Planning goals and objectives in support of the HM Strategy. Primary duties include the following:

- Maintain data collection for the functional area (arrange contact support for data analysis, negotiate contract support, etc.).

- Review PDAs and other disaster data to determine the extent and location of damages and type of projects that may need to be developed for both HM Grants and Planning programs.
- Maintain lines of communication with appropriate State/tribal/territorial/local officials, Regional staff, and FEMA Headquarters personnel, in consultation with immediate supervisor.
- Promote the integration of HM Grants and Planning projects and activities within HM for immediate and long-term recovery activities; also, ensure those activities provide linkages to NDRF activities and recovery coordinators/managers through the Mitigation Advisor and the Federal Disaster Recovery Coordinator (FDRC).
- Ensure collaboration with the States, tribes, and territories to develop and implement HM Grants and Planning goals, objectives, innovative strategies, and activities in support of FEMA, State, tribal, and local mitigation priorities.
- Assist officials in affected areas in meeting HMGP prerequisites, including the review and update of the State and Tribal administrative plans.
- Follow the established process to coordinate the collection, distribution, and maintenance of HM disaster-related information.

#### **HM Grants Crew Leader (GRCL)**

The GRCL reports to the GRTL and supervises specialists to carry out identified HMGP initiatives. The GRCL also works with local, tribal, and State governments to utilize HMGP funds to mitigate against future events. Primary duties include the following:

- Design a tactical plan for the Crew to include a list of essential Crew activities (meeting with appropriate points of contact, site visits for project development, data collections, local mitigation plan status, etc.).
- Implement technical assistance to the State, tribal, territorial, and local governments, and other FEMA programs in support of HM Grants goals.
- Review State, tribal and local hazard mitigation plans, submits recommendations for potential mitigation projects, and provides update assistance as needed by the State.
- Assist the State in developing HMGP project applications that are consistent with goals and objectives of FEMA-approved hazard mitigation plans.
- Coordinate the HMGP applicant and sub-grantee meetings with the State to address and resolve the development of application project issues.
- Coordinate with EHP to obtain National Environmental Policy Act and National Historic Preservation Act (Section 106) reviews.
- Coordinate with the HM HPA Crew Leader to use HPA data and services to facilitate HMGP project applications, including benefit-cost analysis and project and engineering technical assistance.

### **HM Grants Specialist Expert (GREX)**

The primary duties of the GREX include the following:

- Provide HM Program and operational technical expertise to internal and external stakeholders on complex and controversial matters.
- Implement advanced program processes.
- Analyze and interpret program policy.
- Manage multiple complex projects and assignments.

### **HM Grants Specialist (GRSP)**

The GRSP reports to the GRCL and provides basic grant program and/or operational technical assistance to internal and external stakeholders. The GRSP also assists State and tribal HMGP staff in the HMGP application process, and assists the GRCL in HMGP activities. The GRSP also processes HMGP applications.

### **HM Grants Task Force Leader (GRTL)**

The GRTL is responsible for supervising assigned crews and providing assistance to State/tribal/territorial/local agencies with HM Grants programs. The GRTL ensures consistent HMGP program administration across all HM Grants crews. Primary duties include the following:

- Engage internal partners (EA, IA, PA, Environmental and Historic Preservation, Recovery, etc.) in developing strategies, to include mitigation practices, into all disaster recovery programs.
- Develop a functional plan in support of the FEMA-State HM Strategy by identifying activities that will directly contribute to the achievement of HM objectives established mutually by the State, tribes, and FEMA.
- Oversee the integration of all Task Force outreach and technical assistance activities and the way they are delivered to communities.
- Assist the State with meeting HMGP prerequisites, including the review and update of the State and tribal administrative plans.
- Identify the needs of and ensure technical assistance is provided to States and tribal, territorial, and local communities regarding HM grants.
- Confer with the State to determine their staffing capability with regard to HMGP outreach, application development, and project review.
- Assess capacity and provide technical assistance as needed to implement hazard mitigation grants in support of the State, tribal and local hazard mitigation priorities.
- Determine the status of State, tribal and local government hazard mitigation plans.
- Identify completed HM projects to determine effectiveness.

### **HM 406 Support Crew Leader (HACL)**

The HACL provides technical support to PA for 406 Mitigation projects as requested by the Public Assistance Group Supervisor (PAGS). The HACL analyzes engineering and technical data, including Hazards—United States (HAZUS), to support development of HM projects. The HACL also provides staff and technical support to the Public Assistance 406 Mitigation Group. Primary duties include the following:

- Design a tactical plan for the Crew to include a list of essential Crew activities (Staffing Plan, criteria for HM Proposals (HMP), tracking those proposals and Project Worksheets, etc.).
- Coordinate with Public Assistance Coordinators (PAC) in identifying appropriate cost-effective mitigation activities (e.g., specific policy for each disaster).
- Attend State and tribal internal/external briefings (applicant briefings, kick-off meetings, etc.) and present 406 Mitigation project opportunities and benefits.
- Guide staff in the review of all projects for the application of appropriate HM solutions and conformance with PA policy.
- Guide staff in the review or conduct of Benefit Cost Analysis (BCAs) for 406 Mitigation projects.

### **HM 406 Specialist Expert (HAEX)**

The HAEX provides expert capability in the following: Attending to complex issues and HM program concepts, rules, regulations, and processes; translating highly technical information for understanding and use by nontechnical audiences; and coaching and training other crew members on 406 Mitigation activities.

### **HM 406 Specialist (HASP)**

The HASP reports to and assists the HACL with 406 Mitigation activities which include:

- Coordinate the collection, distribution, and maintenance of HM disaster-related information.
- Communicate HM program information under stressful situations.
- Develop, in coordination with supervisor, a tactical plan to implement functional objectives.



## **HM Branch Director (HBD1, HBD2)**

The HBD1, HBD2, and HMGS are responsible for the following: managing, coordinating, and implementing HM and flood insurance statutory requirements; providing leadership to support effective planning and rebuilding strategies and actions; and providing information and resources to communities and the public—to reduce or eliminate their risks from future natural hazards and their effects. Primary duties include the following:

- Establish and maintain an open communication channel with the Regional Mitigation Division Director or his or her designee, regarding policy questions being raised.
- Coordinate with the host Regional Mitigation Division Director to obtain current Regional priorities for the disaster, and State and local HM-Plan priorities.
- Represent the FCO as requested to explain mitigation programs and issues at public forums and to local, State, and Federal elected officials.
- Manage the HM Branch/Group to ensure the effective implementation of Stafford Act Programs and the National Flood Insurance Reform Act (NFIRA), as amended.
- Work with Regional and State mitigation managers to understand the history of relationships with FEMA and, in particular, mitigation programs in declared areas.
- Coordinate with appropriate levels of State, tribal, and local officials regarding the implementation of innovative, large-scale, politically charged, and controversial mitigation initiatives.
- Implement the HM Hazards and Performance Analysis (HPA) function to respond to time-sensitive, perishable data-collection needs and to coordinate Mitigation Assessment Teams (MAT) activities, Hazard Mitigation Technical Assistance Program (HMTAP), Mission Assignment, and/or Technical Assistance and Research Contracts (TARC) requests.
- Implement the Insurance function to address National Flood Insurance Program (NFIP) insurance issues and problems, and consider if an Insurance Hotline is necessary for the event.
- Implement the HM Community Education and Outreach (CEO) function to provide time-sensitive technical advice in DRCs and other disaster assistance venues, if needed.

## **HM HPA Grants Support Crew Leader (HGCL)**

The HGCL provides engineering, architecture, and benefit cost analysis (BCA) assistance to support the HM Grants Crew. The HGCL is responsible for managing the crew in conducting risk and damage assessments for vulnerability determinations to target hazard mitigation opportunities.

- Develops work plan for expedited technical review (architecture and engineering) of HMGP applications in coordination with technical review team, e.g., FEMA, State, local (consultants), tribal (consultants)

- Coordinates the collection, distribution, and maintenance of HM disaster-related information. Designs tactical plan for crew to include a list of essential crew activities (e.g., staffing plan, HM Grant Program (HMGP) policies, HM Plans information).
- Provided hazard identification/verification and frequency for BCA, reconstruction guidance, insurance determinations, and planning.
- Implements technical assistance to the State, local and tribal governments and other JFO programs in support of HM Grants support goals.
- Guides the evaluation of direct and indirect social and economic disaster impacts to assist with multi-hazard planning; evaluation of HMGP project cost proposals; and evaluation for technical viability, feasibility and mitigation effectiveness.
- Serves as Project Monitor for any HM contract work in the field.

### **HM Insurance Specialist (HISP)**

The HISP provides basic technical advice and information to HM and other staff concerning the process for flood insurance claims and the relationship of flood insurance to disaster assistance programs. The HISP's specialties are:

- Non-Flood Property Insurance
- JFO Hotline

### **HM Group Supervisor (HMGS)**

HMGS are responsible for the following: managing, coordinating, and implementing HM and flood insurance statutory requirements; providing leadership to support effective planning and rebuilding strategies and actions; and providing information and resources to communities and the public—to reduce or eliminate their risks from future natural hazards and their effects.

Primary duties include the following:

- Establish and maintain an open communication channel with the Regional Mitigation Division Director or his or her designee, regarding policy questions being raised.
- Coordinate with the host Regional Mitigation Division Director to obtain current Regional priorities for the disaster, and State and local HM-Plan priorities.
- Represent the FCO as requested to explain mitigation programs and issues at public forums and to local, State, and Federal elected officials.
- Manage the HM Branch/Group to ensure the effective implementation of Stafford Act Programs and the National Flood Insurance Reform Act (NFIRA), as amended.
- Coordinate with appropriate levels of State, tribal, and local officials regarding the implementation of innovative, large-scale, politically charged, and controversial mitigation initiatives.

### **HM Program Support Manager (HMMG)**

The HMMG oversees the execution of the HM Strategy, and coordinates HM activities including PDAs, ESF liaison, administrative support, data integration, and HM training. Primary duties include the following:

- Ensure the coordination of mitigation programs with activated ESFs.
- Ensure that the Mitigation Preliminary Damage Assessment (PDA) function is accomplished.
- Ensure that data integration requirements are fulfilled.
- Facilitate the development of and sign-off on the HM Strategy, to include coordination with OSC, HBD, GRPSs, Region, and Headquarters Mitigation Regional and Disaster Support (R&DS).
- Communicate to supervisors and employees how ongoing activities of the staff are both appropriate to the IAP and in support of the HM Strategy.

### **HM HPA Specialist Expert (HPEX)**

The HPEX provides advice on complex HM program concepts, rules, regulations, and processes. Additionally, the HPEX implements advanced program processes; provides advanced technical assistance on GIS and conducts complex comprehensive and complex risk analysis.

### **HM Hazards and Performance Analysis Group Supervisor (HPGS)**

The HPGS reports to the HBD and is responsible for comprehensive technical analysis, engineering design and review, and analytical technical reporting. The HPGS is also responsible for research support of HM programs and ensuring that technical HM information is available to all Federal, State, and local recovery partners. The HPGS is the focal point for analysis and delivery of Hazard Mitigation program research, data, and recommendations in support of the Hazard Mitigation Strategy. Primary duties include the following:

- Establish and maintain strategic partnerships to advance mitigation goals and objectives.
- Develop, in coordination with other HM GRPSs and Branch Director, the Hazards and Performance Analysis (HPA) Group Functional Plan.
- Provide analysis of hazards and impacts (wind; fire; earthquake; and flood depth, inundation, and velocity studies; etc.).
- Initiate and oversee Rapid Response HMTAPs or support mission-assigned deliverables from the R-MT or RRCS for collection of perishable data; also, provide a complete inventory of all disaster-associated data-collection actions back to the Risk Analysis Branch in the Region.
- Provide engineering, architecture, Geospatial Information System (GIS), and science support to HM and JFO partners.

- Initiate assessment of hazard impacts; also provide risk analysis information to Hazard Mitigation management, JFO management, and State partners.

### **HM HPA Specialist (HPSP)**

The HPSP provides technical assistance in GIS, risk analysis for loss avoidance studies, and building codes.

### **HM HPA Task Force Leader (HPTL)**

The HPTL is responsible for supervising, planning, staffing, and managing HM HPA. Primary duties include the following:

- Provide analysis of hazards and impacts (wind; fire; earthquake; and flood depth, inundation, and velocity studies; etc.).
- Conduct risk assessment for vulnerability determinations and to target hazard mitigation opportunities.
- Initiate and oversee Rapid Response HMTAPs or support mission-assigned deliverables from the R-MT or RRCS for collection of perishable data; also, provide a complete inventory of all disaster-associated data-collection actions back to the Risk Analysis Branch in the Region.
- Ensure the dissemination of information about disaster-specific HM HPA services.
- Provide engineering, architecture, GIS, and science support to HM and JFO partners.
- Initiate the assessment of hazard impacts; also, provide risk analysis information to Hazard Mitigation management, JFO management, and State partners.

### **HM HPA Research Crew Leader (HRCL)**

The HRCL manages Crew activities, conducts loss-avoidance studies. The HRCL also assesses building code effectiveness, performance of critical facilities, and direct and indirect economic

- Provide guidance on complex HPA issues at internal meetings (e.g., JFO Program areas), external meetings (State and local briefings, town hall meetings, Speaker's Bureau meetings, etc.), and briefings, as directed by immediate supervisor.
- Manage the economic analysis process to assess disaster impacts, support long-term recovery efforts, manage losses avoided studies, and provide support for or conduct BCAs.
- Manage technical and cost review and analysis of projects, plans, and contracts; also understand failures and recommend appropriate solutions.
- Analyze the availability and adequacy of construction materials and capability of building contractors in disaster-affected areas.

- Manage the preparation and presentation of research results to diverse audiences on disaster damage assessments, construction techniques, and engineering analyses; also, to do that, utilize various tools (GIS, HAZUS reports, economic analyses, etc.).
- Provide technical expertise in determining the potential impacts caused by unsafe levees and dams, high velocities, and debris flows.

### **HM Insurance Hotline Crew Leader (IHCL)**

The IHCL establishes and oversees the operation of the JFO insurance hotline. The IHCL also ensures compliance with NFIP and insurance regulations, disseminates flood insurance information, and serves as a resource for channeling other insurance issues. Primary duties include the following:

- Coordinate the collection, distribution, and maintenance of HM disaster-related information.
- Communicate HM program information under stressful situations.
- Develop, in coordination with immediate supervisor, a JFO Insurance Hotline Tactical Plan to implement functional objectives.
- Arrange logistics for the set-up of the JFO Insurance Hotline (space, equipment, phone lines, manuals, publications, etc.), and communicate its operational status to internal and external partners.
- Identify and address immediate, disaster-related insurance issues.

### **HM Insurance Crew Leader (INCL)**

The INCL supervises crew members in specialist positions, as assigned. The INCL also provides advice and information to HM and other staff concerning the process for flood insurance claims and the relationship of flood insurance to disaster assistance programs. Primary duties include the following:

- Develop a communication strategy for addressing a hostile or politically sensitive audience.
- Provide guidance on complex insurance issues at internal and external meetings (State and local briefings, town hall meetings and briefings, etc.), as directed by immediate supervisor.
- Communicate to supervisors and employees how ongoing activities of the Crew are both appropriate to the IAP and in support of the HM Strategy.
- Advance and implement technical assistance to the State, tribal, territorial, and local governments, and other JFOs that promotes community resilience and sustainability.
- Coordinate with the private sector in the declared area (insurance agents, adjusters, lenders, realtors, related industry associations, etc.) to share information and solve problems.

### **HM Insurance Specialist Expert (INEX)**

The INEX serves as a technical expert on NFIP related insurance claims. The INEX also supports disaster field staff by providing guidance and policy interpretation on highly technical NFIP related issues.

### **HM Insurance Hotline Crew Leader (INTL)**

The INTL is responsible for supervising assigned crews in managing and implementing the HM insurance program. Primary duties include the following:

- Manage the collection, distribution, and maintenance of HM insurance. Specifically, identify and address immediate, disaster-related insurance issues, including nonparticipating and sanctioned communities.
- Direct the presentation of HM Insurance information and messaging to community officials and the media, following established protocols to coordinate media interaction with External Affairs.
- Create and provide disaster-specific guidance on insurance issues at internal and external meetings; also, ensure that such guidance engages the whole of community and promotes community resilience and sustainability.
- Coordinate/partner with the State NFIP Coordinator to identify insurance opportunities related to this disaster (policy counts, sanctioned communities, participating communities, Section 1316 properties, Coastal Barrier Resource Act zones, etc.).
- Develop the functional plan in support of the FEMA-State HM Strategy by identifying HM Insurance-related activities that will directly contribute to the achievement of HM Strategy objectives established mutually by the State, tribes, territories, and FEMA.
- Oversee the integration of all Insurance Task Force outreach and technical assistance activities and the way they are delivered to communities.

### **HM Management Analyst Specialist (MNSP)**

The MNSP serves as a high-level HM expert. Primary duties include the following:

- Attend and extract information that impacts HM Branch Management at scheduled briefings (e.g., HM Branch, all hands, functional) and debriefings, as required by immediate supervisor.
- Follow established protocols to work with EA-Congressional to provide input into complex and controversial mitigation-related inquiries (citizen inquiries, congressional offices, HM Regional and/or FEMA Headquarters coordination, etc.) as assigned by immediate supervisor.
- Develop position papers for the Region and FEMA Headquarters that require policy determination.

- Coordinate funding and scoping with the Headquarters Contract Officer, Headquarters Technical Monitor, and Finance/Administration Section Chief.
- Manage and coordinate all HM Branch participation in the EA Speaker's Bureau.

### **HM Training Specialist (MTSP)**

The MTSP is responsible for assessing HM Branch training and coaching needs. The MTSP develops and schedules an approved training plan and coordinates with the HM Management Analyst Specialist to obtain outside resources as necessary.

### **HM Floodplain Management Substantial Damage Crew Leader (SDCL)**

The SDCL supervises assigned specialists and manages the substantial-damage-determination activities. Primary duties include the following:

- Provide guidance on complex floodplain management issues at internal and external meetings.
- Coordinate substantial damage goals and strategies with other HM CRLDs.
- Identify the ability of local communities to perform substantial-damage-determination inspections, and work with the State NFIP Coordinator to provide technical assistance where needed (e.g., Substantial Damage Estimator training and damage-estimation support).
- Oversee FEMA's and/or the contractor's collection of residential damage data.
- Coordinate with the HM immediate supervisor and the State point of contact to schedule meetings in communities with substantially damaged buildings.

## **Human Resources (HR)**

### **HR Human Resources Manager (HRMG)**

The HRMG is responsible for managing payroll, the ADD, and local hiring. Primary duties include the following:

- Ensure compliance with Privacy Act requirements to maintain the confidentiality of all HR documents including personal notes.
- Ensure the collection, review, and calculation of timesheets from FEMA personnel.
- Provide WebTA training as needed and monitor ADD reports for accuracy, status of requests, and completeness.
- Verify data compiled from ADD reports into the SITREP template prior to submission to the Planning Section.
- Manage recruitment and hiring activities to include assessing staffing requirements and monitoring the selection of local hires.

- Oversee the evaluation of resumes/applications against job order requirements to determine eligibility.

### **HR Human Resources Specialist (HRSP)**

The HRSP is responsible for reviewing and submitting approved deployment requests through the Agency Deployment System. Additionally, the HRSP validates staffing reports for accuracy, and completeness on Agency Disaster Responders and Other Government Agencies. Other duties include:

- Provides guidance and assistance to disaster Reservist employees for insurance and health benefits enrollment.
- Provides guidance and assistance to disaster supervisors and employees in filing the Office of Workers' Compensation Program (OWCP) claims and accident reports, providing advice and guidance on documentation and filing requirements.
- Receive, log and evaluate resumes/applications against job order requirements to determine eligibility.
- Compare and reconcile T&A information with the deployment staffing report, ensuring WebTA has been validated and certified for every assigned disaster employee.
- Check the time records for accuracy and troubleshoot various pay issues.

### **HR Human Resource Unit Leader (HRUL)**

The HRUL is responsible for managing payroll, the Automated Deployment Database (ADD), and local hiring. Additional duties include the following:

- Ensure compliance with Privacy Act requirements to maintain the confidentiality of all HR documents including personal notes.
- Coordinate with IT and Logistics for space and equipment to set up the payroll operations.
- Ensure the collection, review, and calculation of timesheets from FEMA personnel.
- Coordinate with the Region to get full staffing point of contact (SPOC) rights (F2-F7) for the ADD function.
- Verify data compiled from ADD reports into the SITREP template prior to submission to the Planning Section.
- Manage recruitment and hiring activities to include assessing staffing requirements and monitoring the selection of local hires.
- Oversee the evaluation of resumes/applications against job order requirements to determine eligibility.



## Individual Assistance (IA)

### IA Applicant Services Crew Leader (ASCL)

The ASCL coordinates and supervises assigned specialists in providing specific IA information to registrants/applicants in support of IA's housing function. Primary duties include the following:

- Supervise specialists in researching applicant cases that are referred to Applicant Assistance.
- Communicate with applicants, discuss case status to confirm they understand the disaster assistance programs process, and provide current status of their case
- Supervise the review of cases in NEMIS, identify issues that need to be addressed, and make necessary changes as authorized.
- Review Housing Replacement case requests for further action.

### IA Disaster Recovery Center Support Specialist Expert (DREX)

The DREX reports to the DRTL or DRGS and assists in establishing, coordinating staff and logistics support for Disaster Recovery Centers. Primary duties include the following:

- Assist in establishing staffing for DRCs including; deployment of DRC staff, acting as Point of Contact for DRC personnel assignments, assist with assessing training needs for DRC staff during deployment, obtain lists of agency staffing for each DRC.
- Help determine logistical, IT, and safety and security planning requirements for each DRC; monitor and assist with ongoing logistical and other support of DRC operations.
- Maintain and distribute reports for all DRC activities; Use the Recovery Information Management System (RIMS) for DRC activity reporting, maintain listings of DRC locations, openings, operating schedules, and closings, provide daily agency attendance report (IRS, SBA, HUD, USDA), maintain a Continuity of Operations Plan call-down list.
- Assist closing of all DRCs; coordinate with DRMG to recommend staff reassignments or releases to the DRGS as activity decreases, notify DRMG of DRC transitions or closings, assist with JFO check out for DRC staff being released, ensure the re-supply of DRC trunks and sign kits.

### IA Disaster Recovery Center Group Supervisor (DRGS)

The DRGS reports to the IBD and manages the IA DRC program, to provide readily accessible facilities where individuals and business owners may obtain disaster assistance. Primary duties include the following:

- Coordinate with immediate supervisor and the State/tribal/territorial/local officials to define the need for DRCs, to identify potential locations, and to determine the need for mobile versus fixed DRC sites (or both).
- Conduct the DRC coordination and planning meeting with other governmental and nongovernmental organizations to develop the DRC strategy
- Coordinate all visits by congressional members, media members, and other dignitaries with appropriate parties.

- Distribute information related to all DRC openings and closings, as well as locations, to all internal partners and the NPSC Coordination Team.

### **IA Disaster Recovery Center Manager (DRMG)**

The DRMG reports to the DRTL and manages DRC operations, to provide an accessible facility and disaster-assistance information for individuals and business owners. Primary duties include the following:

- Acquire DRC site data including logistical arrangements, DRC opening information and hours, building contact information, safety and security arrangements, and maintenance services
- Verify that workstations and web-based registration stations are fully operational.
- Communicate DRC status with media and State/tribal/territorial/local officials.
- Coordinate with State/tribal/territorial/local partners for site-specific DRC operation and planning.

### **IA Disaster Recovery Center Task Force Leader (DRTL)**

The DRTL reports to the IAGS or DRGS (when activated) and manages, coordinates, and supervises DRMGs, to provide readily accessible facilities where individuals and business owners may obtain disaster assistance. Primary duties include the following:

- Coordinate with immediate supervisor and the State/tribal/territorial/local officials to define the need for DRCs, identify potential locations, and determine the need for mobile and/or fixed DRC sites.
- Conduct the DRC coordination and planning meeting with other governmental and nongovernmental organizations to develop DRC strategy.
- Coordinate with IA Housing function to ensure that the applicant-services work in all DRCs is consistent and accurate.
- Define other agency participation and logistical needs in coordination with immediate supervisor and the State/tribal/territorial/local representative.

### **IA Human Services Group Supervisor (HSGS)**

The HSGS reports to the IBD and is responsible for managing and providing leadership in support of the IA Human Services (HS) program. Primary duties include the following:

- Obtain disaster-specific passwords from the IBD for access to reports through InfoView, and disseminate as required.
- Maintain coordination with the State Grant Coordinating Officer (GCO) to ensure that adequate support is provided to the State as required for the Other Needs Assistance (ONA) Joint Processing Option.
- Provide technical assistance to IBD on issues related to ONA/Crisis Counseling (CC)/Disaster Unemployment Assistance (DUA)/Disaster Legal Services (DLS) and Special Needs.

### **IA Human Services Manager (HSMG)**

The HSMG reports to the HSTL and is responsible for helping to manage activities associated with the HS function. Primary duties include the following:

- Ensure that HS programs are properly implemented and executed.
- Ensure that NEMIS set-up, IHP configuration, and Letter Set-up for ONA have been implemented
- Ensure case processing training is completed for State staff in a Joint Option disaster.

### **IA Human Services Specialist Expert (HSSX)**

The HSSX reports to the HSMG or HSTL to administer Crisis Counseling Program (CCP), Disaster Unemployment Assistance (DUA), Disaster Legal Services (DLS), and Disaster Case Management (DCM) programs, as authorized by the declaration. Primary duties include the following

- Establish and maintain strategic partnerships with HQ Community Services Program Specialist and agency Points of Contact for any/all Human Services programs authorized by declaration: CCP/DUA/DLS/DCM
- Initiate and monitor Disaster Unemployment Assistance activities through Department of Labor
- Initiate and monitor Disaster Legal Services (DLS) through local Young Lawyers Division (YLD)

### **IA Human Services Task Force Leader (HSTL)**

The HSTL reports to the IAGS or HSGS (when activated), and is responsible for managing and providing leadership in support of the HS mission. Primary duties include the following:

- Coordinate with the IAGS/IBD to prepare for the Operations Tactics meeting.
- Ensure that funding is made available in accordance with the FEMA-State Agreement and Federal Grants Management requirements
- Oversee important programmatic milestones, such as the ONA mid-program review, CC regular-program application, closing of the 30-day DUA application period, etc.

### **IA Housing Specialist Expert (HUEX)**

The HUEX provides IA program expertise and information when responding to individual applicant case inquiries. Primary duties include the following:

- Research applicant cases that are referred to Applicant Assistance and recommend course of action or resolution;
- Communicate with applicants, discuss case status to confirm they understand the disaster assistance programs process, and provide current status of their case;
- Provide and present IA program information to internal and external partners;
- Provide situation updates, report trends and issues to immediate supervisor.

### **IA Housing Group Supervisor (HUGS)**

When activated, the HUGS reports to the IBD and manages the Housing Assistance (HA) provision of the Individuals and Households Program (IHP). The HUGS does this to deliver housing disaster aid in the form of lodging-expense reimbursement, rental assistance, and repair and replacement assistance to individuals and families affected by disasters. Primary duties include the following:

- Review the Disaster Processing Procedures (DPP) and identify disaster-specific issues that may require changes to the DPP as written.
- Coordinate with immediate supervisor to ensure the timely implementation of the IHP.
- Determine the need for direct housing and/or other projects.

### **IA Housing Task Force Leader (HUTL)**

The HUTL reports to the IAGS or the HUGS (when activated) and assists with the management of the HA provision of the IHP. The HUTL does this to deliver housing disaster aid in the form of lodging-expense reimbursement, rental assistance, and repair and replacement assistance to individuals and families affected by disasters. Primary duties include the following:

- Coordinate with IA immediate supervisor to ensure timely implementation of the IHP.
- Review the *DPP Manual* and identify disaster-specific issues that may require changes to the DPP as written.
- Review PDA data, news releases, and American Red Cross damage-assessment reports, to identify severely impacted and/or isolated communities

### **IA Branch Director (IAGS)**

IAGS is responsible for the implementation and management of the IA Branch/Group that delivers FEMA programs to individuals and families affected by disasters. The IAGS reports to the OSC on a Level III incident. The IAGS position is not filled on a Level I or II incident.

Primary duties include the following:

- Coordinate Branch program and financial responsibilities.
- Coordinate with the National Processing Servicing Center (NPSC) on a disaster-specific NEMIS, set up to ensure the timely start-up and implementation of the Individuals and Households Program (IHP), contractor pre-briefings, and referral information
- Approve requisitions for supplies and equipment in eCAPS as the approving official in a timely manner.

### **IA Individual Assistance Program Specialist (IASP)**

The IASP provides customer service and case work to applicants on FEMA Individual Assistance programs. Primary duties include the following:

- Research applicant cases that are referred to Applicant Assistance;
- Speak directly with applicants, discuss their case status and confirm that they understand the assistance process and the current status of their case;
- Communicate with applicants, discuss case status and confirm they understand disaster assistance programs and the process, and provide current status of their case;

- Provide applicants with appropriate referrals to other Federal, State and local agencies, voluntary organizations, and faith based organizations;
- Communicate with applicants, discuss case status, and confirm they understand disaster assistance programs and eligibility.

### **IA Branch Director Type 1, Type 2 (IBD1, IBD2)**

The IBDs report to the OSC on Level I or II incidents. The IBD is responsible for the implementation and management of the IA Branch/Group that delivers FEMA programs to individuals and families affected by disasters. Primary duties include the following:

- Coordinate Branch program and financial responsibilities.
- Coordinate with the National Processing Servicing Center (NPSC) on a disaster-specific NEMIS, set up to ensure the timely start-up and implementation of the Individuals and Households Program (IHP), contractor pre-briefings, and referral information
- Approve requisitions for supplies and equipment in eCAPS as the approving official in a timely manner.
- Approve FEMA, State, OFA, and contractor-employee access rights to NEMIS using NACS when applicable.

### **IA PDA Crew Leader (IDCL)**

Preliminary Damage Assessment Teams conduct a joint assessment that is used to determine the magnitude and impact of an incident's damage. The State uses the results of the PDA to determine if the situation is beyond the combined capabilities of the State and local resources and to verify the need for supplemental Federal assistance. The PDA also identifies any unmet needs that may require immediate attention.

### **IA PDA Specialist Expert (IDEX)**

The IDEX reports to the IDCL to conduct Preliminary Damage Assessments (PDA), as requested by State, for consideration for a disaster declaration. Primary duties include the following:

- Participate in the IA PDA pre-briefing; Identify assigned geographical areas, meet with PDA team members to discuss logistical and area-specific issues (State/tribe/territory; SBA; Hazard Mitigation; External Affairs)
- Conduct and document the IA PDA; coordinate with local point of contact to collect field data
- Complete all FEMA PDA forms daily and ensure hard copies or electronic forms are delivered to the immediate supervisor/Region as scheduled.

### **IA Information Management Specialist Expert (IMEX)**

The IMEX reports to the IMMIG and provides technical services to support the IA Branch reporting and planning requirements. Primary duties include the following:

- Establish and maintain IA Branch reporting system; communicate Planning Section report deadline to IA functional areas, set up information collection protocol, request FEMA systems access rights, request software to meet IM requirements, secure required equipment

- Create and distribute ongoing reports; collect data from IA functional areas, prepare and distribute IA Daily Status Report; prepare and distribute specialized reports, as requested.
- Establish IA Planning activities; coordinate information exchange with the Operation Planning Section, communicate Planning functional report deadlines to IA personnel, maintain IA Organizational Chart, emergency call-down list.
- Develop IA Planning products; monitor all IA planning products for accuracy and timeliness prior to distribution, obtain/review/approval of reports/planning products from immediate supervisor.

### **IA Information Management Group Supervisor (IMGS)**

The IMGS reports to the IBD and is responsible for providing effective information management, collection, and coordination in support of the IA disaster mission. Primary duties include the following:

- Establish communication and coordination with the Planning Section.
- Coordinate with IA groups to collect, analyze, prepare, and disseminate reports and other IA Planning products
- Monitor all IA reports and planning products for accuracy and timeliness prior to distribution.

### **IA Information Management Manager (IMMG)**

The IMMG reports to the IMTL and assists in managing the IA information management function. Primary duties include the following:

- Solicit, compile, and prepare IA program input (FEMA ICS Form 215) for the IBD's participation in the incident action planning process.
- Coordinate with IA functional areas to collect, analyze, prepare, and disseminate reports.
- Establish an information collection strategy in support of IA Reports and IA Planning teams.

### **IA Information Management Task Force Leader (IMTL)**

The IMTL reports to the IAGS or the IMGS (when activated) and provides information management, collection, and coordination to support the IA disaster mission. Primary duties include the following:

- Ensure that coordination is established with the Planning Section
- Coordinate with other IA functional areas to collect, analyze, prepare, and disseminate reports.
- Confirm that all reports and planning information are completed and forwarded to appropriate sections and saved in the IA information folder on the JFO common drive.

### **IA Liaison Advisor (IXAD)**

IAEX reports to the IAGS or IABDs and provides specialized communication and coordination support for IA Branch Management for internal and external requirements. Primary duties include the following:

- Attend meetings and coordinate IA messaging with internal and external partners (SBA; Disaster Survivor Assistance; Public Assistance)
- Use Operational Planning Worksheet to input assigned tasks and/or assignments that support incident objectives
- Coordinate the availability of IA materials for public speaking engagements
- Communicate and coordinate with partners to promote understanding of IA programs (Local, State, and Tribal; Other Federal Agencies)

### **IA Mass Care/Emergency Assistance Crew Leader (MCCL)**

The MCCL reports to the MCTL and is responsible for supervising assigned specialists, as well as providing leadership, coordination, and information support to meet the MC/EA needs of disaster survivors. Primary duties include the following:

- Review and analyze the current status of State and MC/EA activities such as mass evacuation support, reunification services, access and functional needs, and sheltering.
- Analyze MC/EA provider activities to determine service and resource shortfalls to develop support solutions
- Coordinate with State to facilitate the transition of applicants from emergency shelters to transitional shelters or other temporary housing options as soon as feasible.

### **IA Mass Care/Emergency Assistance Specialist Expert (MCEX)**

MCEX reports the MCCL to coordinate and provide immediate disaster sheltering and emergency assistance. Primary duties include the following:

- Utilize information management systems to ensure Mass Care/EA data is accurately collected and disseminated (NEFRLS; NSS; Web EOC; NMETS; HSIN; State-designated data tools)
- Support the analysis and provide guidance on the Stafford Act, regulations, agency policies, and other relevant Mass Care/EA functions
- Analyze the information provided by Mass Care/EA personnel or Non-Governmental Organization staff to recommend additional resources to meet the mission
- Provide technical assistance and guidance to state, tribal, and local officials, JFO staff, voluntary organizations, and other stakeholders regarding Mass Care/EA

### **IA Mass Care/Emergency Assistance Group Supervisor (MCGS)**

The MCGS reports to the IBD and is responsible for managing and providing leadership in support of mass care/emergency assistance (MC/EA) operations. The MCGS also provides coordination and information support to meet the MC/EA needs of disaster survivors. Primary duties include the following:

- Provide guidance and technical assistance on Stafford Act, regulations, agency policies, and other relevant MC/EA functions.
- Analyze MC/EA provider activities to determine services and resources shortfalls and to develop support solutions
- Determine, in conjunction with the State, the need for the deployment of MC/EA task forces, crews, and specialists required to support the operation
- Determine, in conjunction with the State, the need for federally supported sheltering, feeding, and mass evacuation operations.
- Coordinate reunification services, including implementation of the National Emergency Family Registry and Locator System (NEFRLS) and the National Center for Missing and Exploited Children (NCMEC), as well as the deployment and integration of Team Adam into field operations as needed.

### **IA Mass Care/ Emergency Assistance Task Force Leader (MCTL)**

The MCTL reports to the IAGS or the MCGS (when activated) and assists in providing leadership, coordination, and information support to meet the MC/EA needs of disaster survivors. Primary duties include the following:

- Develop and implement the MC/EA Staffing Plan and assist in the deployment of MC/EA task force leaders, crew leaders, and specialists in coordination with the IABD/GRPS
- Develop daily action plans to assign field teams to areas of responsibility; establish goals and acquire needed resources and equipment to complete assigned tasks
- Collaborate with State/tribal/territorial/local officials to review and make recommendations for updates to the State EOP, relevant to MC/EA activities and services, in coordination with Regional counterparts.
- Develop and implement support solutions to address identified and projected MC/EA services and resource shortfalls.

### **IA ONA Specialist Expert (ONEX)**

ONEX reports the ASCL to administer Stafford Act authorized Other Needs Assistance (ONA). Primary duties include the following:

- Demonstrate knowledge of the State Administration Plan
- Review the current Individuals and Households Program (IHP) Inspection Guidelines and Addenda
- Coordinate with ISC and NPSC liaison to reissue inspections when required



### **IA VAL Crew Leader (VACL)**

The VACL reports to the VATL and is responsible for the supervision of assigned specialists in assisting and supporting the implementation and management of the VAL program. Primary duties include the following:

- Provide technical assistance to relevant internal partners on voluntary agencies and voluntary agency/community disaster activities.
- Analyze specific donations and volunteer management issues, and address the concerns of internal and external partners.
- Assist the State Volunteer and Donations Coordinator with issues of spontaneous and unaffiliated volunteers, cash management, and product donations management consistent with the National Donations Management Network (NDMN).

### **IA VAL Specialist Expert (VAEX)**

VAEX reports to VACL to support and coordinate with Voluntary Agencies active in disaster. Primary duties include the following:

- Review and explain regulations, policies, procedures, and other documents pertaining to voluntary agency and government disaster assistance programs
- Identify Federal, State, local, voluntary, faith-based, and community organization resource partners that can meet disaster-related needs
- Use computer-based systems to effectively manage information (HSIN; NEMIS; WEBI/Infoview; FIDA custom reports requests)
- Establish and maintain strategic partnerships (State VAL; voluntary, faith-based, and community organizations outside the JFO)
- Serve as the primary consultant for the establishment of long term recovery efforts

### **IA VAL Group Supervisor (VAGS)**

The VAGS reports to the IBD and is responsible for managing and providing leadership in support of the IA Voluntary Agency Liaison (VAL) program. The VAGS coordinates between the incident organization, the voluntary agencies, and community organizations involved in disaster response and recovery efforts. Primary duties include the following:

- Review, analyze, and interpret regulations, policies, and procedures pertaining to voluntary agency and government disaster assistance programs.
- Identify State and local Emergency Operations Plan priorities.
- Serves as a liaison to the FDRC, if appointed, to facilitate long-term recovery, including voluntary, faith-based, and community-based organizations
- Ensure a complete and effective closeout and transition of the VAL responsibilities to the Region

## **IA VAL Task Force Leader (VATL)**

The VATL reports to the IAGS or the VAGS (when activated) and is responsible for assisting and supporting the implementation and management of the VAL program. Primary duties include the following:

- Serve as the primary VAL POC for internal JFO components (EA, Mitigation, PA, etc.).
- Consult with immediate supervisor to plan coordination with the MC/EA function, to ensure close collaboration on relevant voluntary-organization staffing and service-delivery issues
- Serve as the primary consultant for the establishment of long-term individual recovery efforts.
- Coordinate with FEMA and the State EA to produce an effective public and private sector messaging strategy.

## **Information Technology (IT)**

### **IT Communications Unit Leader (COML)**

The COML reports to the LSC or LVB when activated and is responsible for identifying and providing data and voice connectivity for all field personnel and facilities. Primary duties include the following:

- Participate in Logistics conference call to specify communications requirements.
- Initiate a Communications Unit conference call to establish detailed communication requirements.
- Manage the internal facilities communications entities (MERS) and Disaster Response Team (DRT).
- Develop plans for the effective use of voice and data communications equipment and facilities.
- Oversee the recovery of communications equipment—both FEMA’s and those leased from the sites.

### **IT Service Specialist (HELP)**

The HELP reports to the ITSM and receives customer requests for assistance and refers them to the appropriate Logistics Section element for resolution and tracks dispositions of resulting actions. The HELP Desk serves as a one-stop contact for IT and TELCOM assistance.

#### **IT Customer Service Manager (ITSM)**

The ITSM reports to the COML and is responsible for IT/TELCOM customer service to FEMA and interagency end-users at all levels. Primary duties include the following:

- Supervise the establishment and operation of the IT Help Desk linked directly to the ESD using the Remedy HD management tool.
- Collaborate with the Enterprise Service Desk (ESD) on REMEDY issues.

- Coordinate with the IT Network and TELCOM Managers on the recovery of IT/TELCOM equipment from all the associated sites.

### **IT Service Branch Director Type I (LVB1, LVB2)**

The LVB1 and LVB2, when activated, reports to the LSC and is responsible for the management of all service activities at the incident, including the Communications Unit and the Facilities Unit. Primary duties include the following:

- Oversee the set-up and build-out of the JFO including lease, safety, security, parking, storage, communications requirements, network infrastructure, utilities, copiers, custodial service, etc.
- Ensure that JFO facilities and IT requirements are identified.
- Ensure that FEMA furniture, fixtures, and equipment are recovered, staged, and loaded for transport.
- Ensure the proper closeout of contracts.
- Coordinate the closeout of the JFO.

### **IT Network Manager (NEMG)**

The NEMG reports to the COML and provides wired and wireless data network services for all incident facilities. Primary duties include the following:

- Provide recommendations for facility selections.
- Identify the demarcation point (DMARC) — and accessibility, network capacity, existing working phone number in the facility, existing data circuit type and number.
- Coordinate with the TELCOM Manager (TEMG) with input from MERS and the DRT to create the new requirement to project costs related to logistics operations for the comptroller infrastructure layout and design plan, both wired and wireless
- Supervise initial set-up, installation, and configuration of agency-approved customer hardware and software
- Manage the installation of the network infrastructure.

### **IT Network Specialist (NESP)**

The NESP reports to the NEMG and provides IT services as directed by the NEMG.

### **IT TELECOM Manager (TEMG)**

The TEMG reports to the COML and provides TELCOM services for all Federal incident facilities. This includes providing a supply of cellular and Spectralink telephones and coordinating frequency management services with Mount Weather Emergency Assistance Center (MWEAC). Primary duties include the following:

- Provide recommendations for facility selections
- Verify cellular voice and data service capability, and identify the best wireless service provider for each location.
- Identify and mitigate potential TELCOM design issues.
- Implement initial site set-up based on the TELCOM design plan.

- Oversee the installation, configuration, and labeling of telephony devices.

### **IT Telecom Specialist (TESP)**

The TESP assists the TELCOM Manager (TEMG) with providing TELCOM services for all Federal incident facilities. This includes providing a supply of cellular and Spectralink telephones and coordinating frequency management services with Mount Weather Emergency Assistance Center (MWEAC)

## **Logistics (LOG)**

### **LOG Accountable Property Manager (APMG)**

The APMG reports to the SPUL and is responsible for all accountable property on the incident, including the accountability, protection, transfer, and ultimate disposition of personal property. The APMG executes the Property Management Strategy developed by the PMO. The APMG assigns Accountable Property Specialists (APSP) to facilities and locations as appropriate to ensure property accountability. Primary duties include the following:

- Establish the Accountable Property Office (APO).
- Ensure that all accountable property is bar coded in accordance with the Field Operations Guide (FOG).
- Ensure that all assets are organized, stored, and secured.
- Generate an annual inventory certification memorandum as required.

### **LOG Accountable Property Specialist (APSP)**

The APSP reports to the APMG and is responsible for accountability, protection, transfer, and ultimate disposition of personal property. APSPs are administrative employees who must be certified or accredited to work as an official Agency APO and are charged with establishing and maintaining formal property records.

### **LOG Facilities Unit Leader (FACL)**

The FACL reports to the LSC or the LVB when activated and is responsible for the layout, build-out, and activation of the JFO. The FACL also assists personnel with billeting in hotels, motels, and FEMA worker camps. Primary duties include the following:

- Establish the Facilities Unit and staff based on the immediate supervisor's direction.
- Coordinate with relevant partners such as GSA, USACE, state and local agencies to identify potential locations for facilities (JFO and AFOs if needed) based on requirements
- Determine space and other requirements for the JFO based on staffing levels.
- Ensure that build-outs are in accordance with plans and mission requirement.

### **LOG Facilities Manager (FLMG)**

The FLMG reports to the FACL and assists with the establishment of a JFO and facility management services. Primary duties include the following:

- Participate in the site selection process and coordinate with relevant parties to identify available and suitable sites.
- Ensure that the facility is adequate to support staffing levels and mission requirements.

- Conduct closeout activities for facilities to include disposition of assets, contract termination, and breakdown of facilities.

### **LOG Federal Staging Area Unit Leader (FSUL)**

The FSUL reports to the LSC or LXB when activated and is responsible for establishing and managing a staging area.

Staging is a functional branch under Operations with each individual Staging Area managed by a Staging Area Group Supervisor (STGS). However, at times, often during initial set-up, or when response has waned or ceased, the Staging Area may be managed under the Logistics Section.

When under the control of the Logistics Section, it is under the External Support Branch and managed by a Staging Area Unit Leader (FSUL). The duties of the FSUL and the STGS are essentially the same and, whether managed by an STGS or a FSUL, the rest of the Staging Area organization stays the same. Primary duties include the following:

- Establish the staging area.
- Coordinate with the landlord on expectations, restrictions, responsibilities for repairs, and geographic boundaries.
- Develop the site layout, to include check-in/check-out points, traffic flow, parking areas by commodity, and the driver information center.
- Establish check-in and check-out functions

### **LOG Fleet Manager (FTMG)**

The FTMG reports to the GSUL and is responsible for obtaining, maintaining, assigning, and scheduling incident fleet vehicles. The FTMG must have COTR qualifications. Primary duties include the following:

- Identify and obtain vehicles to meet incident requirements.
- Coordinate with incident management (C&GS elements) to identify vehicle requirements
- Track and monitor fleet usage and expenditures

### **LOG Ground Support Unit Leader (GSUL)**

The GSUL reports to the LSC or LXB (when activated) and is responsible for transportation services. The GSUL ensures fueling, service, maintenance, and repair of vehicles and other ground support equipment, including incident traffic plans. Primary duties include the following:

- Establish the Ground Support Unit and oversee its activities.
- Coordinate with the FACL to establish the layout, such as parking, fueling, maintenance, loading/unloading heavy equipment, shelter, traffic flow, and space for expansion.
- Provide ground transportation of resources and supplies based on anticipated needs, priorities, and requests.
- Coordinate with other units to manage hazardous materials—like petroleum—according to applicable regulations, including environmental regulations

### **LOG Logistics Specialist (LGSP)**

The LGSP can be assigned to any logistical element for general support of logistics operations. Information Technology Service Specialist (HELP) (Formerly IT Help Desk Specialist)

The HELP reports to the IT Customer Service Manager (ITSM) and receives customer requests for assistance and refers them to the appropriate Logistics Section element for resolution and tracks dispositions of resulting actions. The HELP Desk serves as a one-stop contact for IT and TELCOM assistance. When assigned to an FSA, the LGSP may be required to perform many different functions in support of staging area operations.

### **LOG Support Branch Director (LSB1, LSB2)**

The LSB reports to the LSC and is responsible for supervising and overseeing the Ordering and Supply Units, which place and track all resource orders and provide supply services (including receiving, storing, distributing, and accountability) for the FEMA incident organization. Primary duties include the following:

- Oversee the supply functions—warehousing, receiving and distribution, supply room, and mail room.
- Ensure that the warehouse storage and material handling equipment requirements are identified and met.
- Ensure that appropriate contracts are in place to facilitate ground support operations.

### **LOG Logistics Section Chief (LSC1, LSC2, LSC3)**

The LSC reports to the FCO and is responsible for all service support requirements needed to facilitate effective and efficient incident management. This includes ordering resources, providing facilities, maintaining equipment and fuel, providing communications, and supporting information technology.

### **LOG External Support Branch Director (LXB1, LXB2)**

The LXB reports to the LSC and is responsible for providing logistical support for external operations. The LXB supervises Camp, Mass Care Support, Ground Support, External Facilities, Federal Staging Area, and Temporary Housing activities and Unit Leaders. Primary duties include the following:

- Determine initial staging requirements to support the incident objectives in coordination with section chiefs, branch directors, and State partners.
- Oversee the Mass Care Unit function to ensure that the required logistics support—such as shelter, field kitchen, transportation, and generators—is being provided to ESF #6 (Mass Care, Emergency Assistance, Housing, and Human Services), and voluntary agencies
- Determine external facility requirements to support the incident objectives in coordination with section chiefs, branch directors, and State partners.

### **LOG Logistics Systems Manager (LYMG)**

The LYMG reports to the ORDL and is responsible for the set-up, use, and maintenance of FEMA-approved automated logistics systems. Primary duties include the following:

- Manage the set-up of FEMA-approved automated logistics systems.
- Make required requests to approving authority to include system access rights, site code, and new item identifiers
- Supervise the use of FEMA-approved automated systems for tracking, ordering, shipping, receiving, and requesting.

### **LOG Logistics Systems Specialist (LYSP)**

The LYSP reports to the LYMG and is responsible for the correct and appropriate use of FEMA-approved automated logistic systems.

### **LOG Ordering Unit Leader (ORDL)**

The ORDL reports to the LSC or LSB when activated and is responsible for establishing a SPOT system for ordering and tracking all resources (supplies, equipment, services, personnel, and/or teams) for the incident, and ensures the implementation and maintenance of the LSCMS.

Primary duties include the following:

- Oversee the activities of the Ordering Unit.
- Ensure usage of LSCMS to request, order, ship, retrograde, receive, and report on logistics supply chain resources (commodities/assets).
- Coordinate with the Finance and Administration Section Chief (FSC) to request and manage funds, execute contracting authority, and validate the receipt of items or services received to ensure prompt payment to vendors.

### **LOG Ordering Manager (ORMG)**

The ORMG reports to the ORDL and is responsible for ordering equipment, supplies, and personnel. Primary duties include the following:

- Manage the process for ordering supplies, equipment, personnel, teams, services, or commodities.
- Ensure that the ordering process is followed in accordance with policies and procedures
- Verify that all vendor payments are processed and closed out in accordance with policies and procedures

### **LOG Ordering Specialist (ORSP)**

The ORSP reports to the ORMG and is responsible for establishing the best source of supply, identifying vendors, and ordering supplies, equipment, personnel, teams, and commodities.

### **LOG Receiving and Distribution Manager (RDMG)**

The RDMG reports to the SPUL and is responsible for warehouse management (including receiving, storing, inventorying, and distributing supplies and equipment), and establishing a centralized mail distribution and pickup center to include courier service if required. Primary duties include the following:

- Develop the plan for organization of the receiving and distribution areas.
- Receive and inspect all supplies and equipment orders.
- Review receiving and distribution documents for completeness, accuracy, and timeliness.
- Manage the receipt of materials and supplies while maintaining security and accountability
- Coordinate with the Accountable Property Manager (APMG) to assign barcodes to all accountable property.

### **LOG Supply Manager (SPMG)**

The SPMG reports to the SPUL and is responsible for the establishment and management of the supply room, including receiving, storing, inventorying, and distributing supplies for the incident. Primary duties include the following:

- Develop a plan for the organization of the supply room including the efficient use of space, easy access for users, and adequate security.
- Establish the inventory process
- Communicate stocking levels and inventories to subordinates.
- Manage the receipt of materials and supplies while ensuring security and accountability.

### **LOG Supply Specialist (SPSP)**

The SPSP reports to the SPMG and is responsible for assisting with the receiving, storing, inventorying, and distributing supplies while maintaining security and accountability.

### **LOG Supply Unit Leader (SPUL)**

The SPUL reports to the LSC or LSB when activated and is responsible for receiving, storing, and distributing of supplies on the incident. The SPUL maintains adequate inventories and accountability of supplies, material, and equipment. Primary duties include the following:

- Maintain status of inventory and adjust stock levels as needed
- Ensure the establishment of a centralized mail distribution and pickup center.
- Establish and oversee a receiving and distribution operation.
- Supervise the activities of the Supply Unit—ensure supplies and materials are available when needed, mail delivery is timely and accurate, and accountable property is distributed and tracked



### **LOG Staging Area Supply Manager (SPMG)**

The SPMG reports to the SPUL and is responsible for the establishment and management of the supply room, including receiving, storing, inventorying, and distributing supplies for the incident. Primary duties include the following:

- Develop a plan for the organization of the supply room including the efficient use of space, easy access for users, and adequate security.
- Establish the inventory process.
- Communicate stocking levels and inventories to subordinates.
- Ensure that subordinates provide efficient and courteous customer service.

### **LOG Transportation Manager (TSMG)**

The TPMG performs transportation management functions at Incident Support Bases/Federal Staging Areas, Distribution Centers, the National Response Coordination Center (NRCC) and Regional Response Coordination Centers (RRCC). TPMGs are responsible for all aspects of transportation management functions which encompass' deployment, movement tracking, and redeployment operations. Primary duties include the following:

- Reports to the Ground Support Unit Leader (GSUL) and is responsible for deployment and retrograde of all equipment destined for distribution centers, strategic partner's home sites and commodities.
- Coordinate with the Check –In and Check-Out Logistics Specialist to ensure trailers are logged as they enter and exit the site and processed through the Receiving and Distribution Manager.
- Host (NRCC)/participate in (RRCC) daily transportation synchronization boards to provide a common operational picture to the field, reporting on the status off inbound shipments and any other transportation related issues.
- Ensure all strategic partner shipment data is received from the applicable agency and uploaded into LSCMS.

### **National Disaster Recovery Support (NDRS)**

#### **NDRS Community Recovery Assistance Specialist (CASP)**

Primary duties include the following:

- Compile and analyze community assessment data in order to inform the Mission Scoping Assessment Report and Recovery Support Strategy as directed
- Build partnerships that support community-driven recovery processes as directed
- Facilitate group processes that contribute to achieving recovery mission objectives
- Ensure adherence to and support of the Recovery Communication Strategy and message delivery

### **NDRS Community Recovery Assistance Specialist – Community Planning Expert (CDPX)**

Primary duties include the following:

- Develop a holistic recovery planning process, including logistical and resource needs, timeline with major milestones, and description of desired outcomes, in support of State or local recovery efforts
- Design and implement a process for the collection of data in support of the analysis of post-disaster conditions and needs
- Lead State or local recovery stakeholders through a post-disaster visioning process
- Provide technical expertise to internal and external recovery partners on planning matters such as zoning, land use, transportation, and/or housing
- Design and implement a process for State or local recovery stakeholders to identify post-disaster projects (structural or nonstructural) that will help them achieve their recovery objectives

### **NDRS Community Recovery Assistance Specialist – Community Design Expert (CDSX)**

Primary duties include the following:

- Develop approaches, including logistical and staffing needs, for providing community design assistance on behalf of recovery efforts
- Provide renderings of proposed recovery projects at various scales (e.g. buildings, streetscapes, neighborhood design, etc.)
- Offer design strategies or methods for post-disaster rebuilding that will increase resiliency or mitigate future damages in accord with State and local recovery objectives
- Work directly with recovery stakeholders to visualize and design their proposed recovery initiatives such as new or renovated buildings, improved streetscapes, neighborhood plans, etc.

### **NDRS Community Recovery Assistance Specialist – Community Development Expert (CDVX)**

Primary duties include the following:

- Ensure adherence to and support of the Recovery Communication Strategy and message delivery
- Apply professional expertise and background in community development to support communities in achieving their recovery mission objectives
- Identify and communicate other relevant resources or assistance to team members and community leaders as appropriate.
- Demonstrate ability to organize and facilitate meeting between local officials and other resource entities to support recovery.

### **NDRS Community Recovery Assistance Specialist – Local Government Administration Expert (CLGX)**

Primary duties include the following:

- Apply prior skills and experience in government administration to support community leaders in achieving their recovery mission objectives
- Demonstrate ability to organize and facilitate meeting between local officials and other resource entities to support recovery.
- Provide technical expertise to internal and external recovery partners on strategies and resources to support recovery efforts.

### **NDRS Community Recovery Assistance Crew Leader (CRCL)**

- Manage and ensure support of CPCB coordination activities as directed
- Prepare community assessment reports to inform the Mission Scoping Assessment and Recovery Support Strategy as directed.
- Manage cross-functional support working with specialists from other Recovery functional areas
- Ensure adherence to and support NDRS communication strategies and message delivery

### **NDRS Community Recovery Assistance Group Supervisor (CRGS)**

- Coordinate the Community Planning and Capacity Building Recovery Support Function for a Large-Scale Event
- Provide strategic guidance and advice to inform the community recovery for a Large-Scale Event
- Oversee delivery of Community Recovery assistance at the community level per the Recovery Support Strategy for a Large-Scale Event

### **NDRS Community Recovery Assistance Taskforce Leader (CRTL)**

- Coordinate the Community Planning and Capacity Building Recovery Support Function
- Provide Community Recovery Assistance contributions to the Recovery Support Strategy
- Provide strategic guidance and advice to inform the community recovery
- Oversee delivery of Community Recovery assistance at the community level per the Recovery Support Strategy

### **NDRS Federal Disaster Recovery Officer Type I, Type II (FROI, FROII)**

- Provide operational support to Federal Disaster Recovery Coordinator in establishing the recovery mission
- Represent the FDRC on recovery-related matters in disaster-impacted area upon request
- Support development of the Recovery Support Strategy as directed by the Federal Disaster Recovery Coordinator
- Demonstrate knowledge and understanding of the recovery functional areas
- Provide support to Federal Disaster Recovery Coordinator in establishing the recovery mission

- Develop the Recovery Support Strategy as directed by the Federal Disaster Recovery Coordinator
- Assist FDRC to oversee performance of operational elements of the recovery mission as directed by the FDRC

#### **NDRS Recovery Coordination Specialist (NCSP)**

- Support the establishment of external coordination structures as directed
- Support the collection and analysis of recovery information and progress towards the NDRS mission and Recovery Support Strategy objectives as directed
- Identify and coordinate human, financial, and collateral resources that support the recovery mission
- Facilitate group processes that contribute to achieving NDRS mission objectives

#### **NDRS Recovery Mission Support Specialist (NMSP)**

- Proactively and effectively obtain resources, as directed
- Assist supervisor to manage human resources by completing administrative tasks required to receive, maintain, and release recovery staff
- Organize and maintain a recovery information management system that enables recovery staff's ability to collaborate and work effectively
- Assemble data for reports required external to recovery to maintain unity of effort and the common operating picture

#### **NDRS Recovery Coordination Crew Leader (RCCL)**

- Establish external coordination structures and internal coordination relationships as directed
- Prepare analysis of recovery information and progress towards NDRS Mission and Recovery Support Strategy objectives as directed
- Organize human, financial, and collateral resources that support the recovery mission
- Prepare facilitators to lead group processes

#### **NDRS Recovery Coordination Group Supervisor (RCGS)**

- Ensure establishment of effective coordination structures for a large-scale event as directed
- Direct the development and implementation of the Recovery Support Strategy (RSS) for a large-scale event
- Ensure sufficient human, financial, and collateral resources that support the recovery mission for a large-scale event
- Oversee group processes for effectiveness for a large-scale event

#### **NDRS Recovery Coordination Taskforce Leader (RCTL)**

- Ensure establishment of effective coordination structures as directed
- Direct the development and implementation of the Recovery Support Strategy (RSS)
- Ensure sufficient human, financial, and collateral resources that support the recovery mission

### **NDRS Recovery Outreach Support Crew Leader (ROCL)**

- Ensure the development and implementation of the recovery communications /outreach strategies for the recovery mission as directed
- Ensure Recovery Outreach support is delivered to state/tribal and community-based recovery teams
- Support all recovery partners involved in NDRS operations to adhere to and support the recovery communication/outreach strategies and message delivery
- Manage the final review and edit of reports required external to the recovery team to maintain unity of effort and the common operating picture

### **NDRS Recovery Outreach Support Specialist (ROSP)**

- Support development and implementation of the internal communications strategy for the recovery mission as directed
- Support development and implementation of external recovery communications/outreach strategies as directed
- Support all recovery partners involved in NDRS operations to adhere to and support the recovery communications/outreach strategies and message delivery
- Direct the organization and maintenance of a recovery information management system
- Support the final review and edit of reports required external to the recovery team to maintain unity of effort and the common operating picture

### **NDRS Recovery Mission Support Crew Leader (RSCL)**

- Manage human resources by completing administrative tasks required to receive, maintain and release recovery staff
- Ensure the organization and maintenance of a recovery information management system that enables recovery staff's ability to collaborate and work effectively
- Ensure the accuracy of data for reports required external to recovery to maintain unity of effort and the common operating picture

### **NDRS Recovery Mission/Outreach Support Taskforce Leader (RSGS)**

- Manage the Recovery Mission/ Outreach Support Group
- Oversee support to all recovery partners involved in NDRS operations to adhere to and support the recovery communication/outreach strategies and message delivery
- Oversee all procurement activities in the NDRS operations
- Direct the organization and maintenance of a recovery information management system
- Conduct/coordinate the final review and edit of reports required external to the recovery team to maintain unity of effort and the common operating picture

### **NDRS Recovery Mission/Outreach Support Taskforce Leader (RSTL)**

- Ensure support to all recovery partners involved in NDRD operations to adhere to and support the recovery communication/outreach strategies and message delivery
- Oversee Recovery Mission/Outreach Support

- Conduct the final review and edit of reports required external to the recovery team to maintain unity of effort and the common operating picture

## Office of Chief Counsel-Legal (OCC)

### OCC Lead Legal Advisor (LEAD)

The LEAD reports to the COS when the COS is activated and to the FCO when the COS is not activated. When more than one Legal Advisor is assigned, a LEAD will be activated. The LEAD provides legal expertise and supervision and management of the on-site legal operations of FEMA's Office of Chief Counsel (OCC).

### OCC Legal Advisor (LGAD)

The LGAD reports to the COS or the LEAD when activated and provides legal expertise and conducts legal activities. Primary duties include the following:

- Develop professional relationships and trust with senior staff in order to be included as a legal advisor in the decision-making process.
- Ensure legal advice is consistent with the position of HQ OCC.
- Deliver and follow up on legal advice and recommended courses of action.
- Ensure that work is solution-oriented, articulate, legally sufficient, and timely ("SALT").

## Operations (OPS)

### OPS Air Operations Branch Director (AOBD)

The AOBD reports to the OSC and is responsible for the unified coordination of air missions during domestic disasters. The Air Operations Branch is part of the JFO responsible for supporting State needs by providing a unified planning and operations coordination mechanism that integrates aviation resources and ground support. The makeup of the Aviation Branch will be situation-dependent and could include representatives from Federal, State, and local agencies and nongovernmental organizations (NGOs).

The AOBD will assign operational aviation missions, allocate aircraft and other resources, track mission results, provide briefings, collect cost information, and identify and coordinate the resolution of flight safety issues. The AOBD reports to the Operations Section Chief and is responsible for Air Mission Management (identification, procurement, tasking and operational coordination of available air resources and assets to support incident operations). The AOBD coordinates air activities and aviation information flow between agencies with aviation assets in the disaster area. Primary duties include the following:

- Establish Air Operations Branch requirements to meet incident strategies and objectives.
- Develop a plan for meeting immediate air response needs based on State requests or Federal operational support.
- Resolve conflicting aviation priorities and assign response resources as appropriate

- Coordinate with the Federal Aviation Administration (FAA) to establish a Temporary Flight Restriction (TFR) over the incident area when needed

### **Air Operations Coordinator (AOCO)**

The AOCO reports to the AOBD and assists the AOBD by managing defined responsibilities within the Air Operations Branch.

### **OPS Division Supervisor (DIVS)**

The DIVS reports to the OSC or a Geographical Branch Director (OPBD), if activated. The DIVS is responsible for implementing the portion of the IAP pertaining to his or her Division, supervising assigned resources, reporting on the progress of operations and status of assigned resources, and providing input assessment and context to the Common Operating Picture (COP).

The division level is organizationally located between the Section or branch level and the task force/strike team level. It is on the same organizational level as the group.

### **OPS Mission Assignment Manager (MAMG)**

The MAMG reports to the OSC and is responsible for preparing, tracking, and monitoring Mission Assignments (MA) tasking ESFs and other agencies to provide resources, services, and equipment. Primary duties include the following:

- Manage MA program and staff
- Identify cross-programmatic issues and work cooperatively with other program areas to resolve them.
- Initiate appropriate requests of the NEMIS Access Control System (NACS) for NEMIS rights, for FEMA and State staff, for electronic signatures in the Enterprise Coordination and Approval Processing System (eCAPS).
- Monitor the approval process to ensure that MAs are obligated and appropriately distributed.
- Ensure that the Action Tracking System is updated to reflect the current status of request.
- Monitor the MA Financial Information Tool (FIT) Report to ensure adequate funding and de-obligation of excess funds.

### **OPS Mission Assignment Specialist (MASP)**

The MASP reports to the MAMG and is responsible for assisting the MAMG in preparing, tracking, and monitoring MAs.

### **OPS Operations Branch Director (OPBD)**

The branch director reports to the OSC and is responsible for managing geographic or functional branches. The branch director ensures that his or her branch carries out their duties as described in the IAP.

A branch director can be geographic (Geographic Operations Branch Director or OPBD) or functional such as Individual Assistance (IBD), Infrastructure (PBD), Hazard Mitigation (HBD), Staging Area (STBD), Air Operations (AOBD), or Emergency Services (ESBD).

### **OPS Operations Specialist (OPSP)**

The OPSP assists the Operations Staff with the preparation of the Incident Action Plan, sharing of information and other duties as assigned by their supervisor.

### **OPS Operations Task Force Leader (OPTL)**

The OPTL reports to a DIVS and assists with the sharing of information between the local government, the Operations Staff and the State. The OPTL also assists with the oversight of the IAP execution. OPTL are typically assigned oversight of a specific work task (i.e. Power, Debris, DRC tasks, etc.) or to a specific local jurisdiction in a division (i.e. city, borough, etc.).

### **OPS Operations Section Chief (OSC1, OSC2, OSC3)**

The OSC reports to the FCO and is responsible for the management of all operations directly applicable to the primary mission of supporting State and local governments, and ensuring the overall safety and welfare of all Section personnel.

Normally in ICS, the OSC is from the jurisdiction or agency that has the greatest involvement in the incident. However, in Stafford Act declarations, the Unified Command concept quite often extends into the Operations Section to the branch and division/group level, depending on the capability of State and local government. As a result, Unified Coordination operations may have joint positions (FEMA, State, and/or local) throughout the organization.

### **OPS Staging Area Branch Director (STBD)**

The STBD reports to the OSC and is responsible for providing direction and coordination to multiple staging areas on an incident. The STBD may have a deputy and assistants. Primary duties include the following:

- Establish and staff staging areas.
- Identify and resolve delivery problems between staging areas and points of distribution (PODs).
- Validate in-transit visibility reports using all available methods, including the Logistics Supply Chain Management System, gate logs, and taskers.
- Ensure that 48 hours of projected resource requirements are prepositioned and maintained in all Staging Areas.



### **OPS Staging Area Group Supervisor (STGS)**

The STGS reports to the OSC or a STBD and is responsible for establishing and managing a staging area. Primary duties include the following:

- Coordinate with the landlord about expectations, restrictions, responsibilities for repairs, geographic boundaries, etc.
- Develop the site layout and account for the following: Check-in/Check-out points, traffic flow, parking areas by commodity, and driver information center.
- Ensure that receipts are obtained and issued for commodities, equipment, and other supplies received and distributed.
- Coordinate with Safety Officer to ensure oversight and compliance with all safety regulations.

### **Public Assistance (PA)**

#### **PA Administration Specialist (AMSP)**

The AMSP reports to the DPMG and provides administrative support to the PA staff.

#### **PA Public Assistance Admin Task Force Leader (AMTL)**

The AMTL reports to the PAGS and is responsible for the management and supervision of administrative functions in support of the PA mission. Primary duties include the following:

- Ensure that the Resource Specialist (RCSP) is advised of all staffing and operationally revised policies
- Assess employee training requirements and coordinate with the Training Unit.
- Coordinate with the comptroller/FSC to provide programmatic and financial information for reporting requirements.
- Coordinate million-dollar projects with EA and FEMA Headquarters.

#### **PA Public Assistance Data Processing Manager (DPMG)**

The DPMG reports to the AMTL and manages the PA incident data processing program.

Primary duties include the following:

- Manage information entered into EMMIE—ensuring uniform and consistent data entry
- Establish and maintain data processing and filing operations in coordination with Regional and State staff
- Coordinate between Quality Assurance staff and the PACL on the review queue status
- Coordinate the processing and distribution of PA reports, including financial and data warehousing reports and ad hoc reports for all internal and external customers

#### **PA Data Processing Specialist (DPSP)**

The DPSP reports to the DPMG and provides data processing support to Public Assistance staff.

### **PA Public Assistance Crew Leader (PACL)**

The PACL reports to the PATL and is a qualified Public Assistance Coordinator (PAC) supervising PA Project Specialists (PASP). The PACL is a customer service manager who works with the applicant to resolve disaster-related needs, ensuring that the applicant's projects are processed as efficiently and expeditiously as possible. The PACL ensures continuity of service throughout the delivery of the PA program. Primary duties include the following:

- Schedule and conduct kickoff meetings and exit briefings with assigned applicants.
- Secure the list of projects and assist the applicant in project formulation, incorporating the applicant's priorities into project scheduling.
- Develop a forecast of project development, including estimated number of projects, schedule for completion, and estimated costs.
- Inform the applicant of Project Worksheet (PW) progress and any potential changes to PWs.

### **PA Public Assistance Technical Specialist (PAEX)**

The PAEX reports to the PACL and is a qualified project officer. A PAEX is knowledgeable of the PA Program and develops PWs. Typically, PAEXs are resources for the applicant and responsible for assisting them with the development of projects and cost estimates. The PAEX often works with technical specialists who have a defined area of expertise, such as roads, bridges, debris removal and disposal, environmental and historic preservation compliance, insurance, and cost estimating in the development of specific projects.

### **PA Public Assistance Group Supervisor (PAGS)**

The PAGS reports to the OSC on a Level III incident and a PBD on Level I and II incidents. The PAGS is responsible for the implementation and management of the PA program to deliver disaster aid to repair, replace, or supplement parts of a community's infrastructure. Primary duties include the following:

- Ensure that the PA program management plan meets established standards—including goals, milestones, and timelines
- Ensure that the PA staff is provided with the information and direction necessary to meet operational goals and objectives.
- Ensure that PA-related public information releases are accurate
- Identify cross-program issues and facilitate coordination among program areas.

### **PA Public Assistance Project Specialist (PASP)**

The PASP reports to the PACL and is a qualified project officer. A PASP is knowledgeable of the PA Program and develops PWs. Typically, PASPs are resources for the applicant and responsible for assisting them with the development of projects and cost estimates. The PASP often works with technical specialists who have a defined area of expertise, such as roads, bridges, debris removal and disposal, environmental and historic preservation compliance, insurance, and cost estimating in the development of specific projects.

### **PA Public Assistance Task Force Leader (PATL)**

A PATL reports to the PAGS or a DIVS when the PATL is assigned to a division. The PATL is responsible for the supervision of assigned crews, working with PA applicants, and resolving disaster-related needs to ensure that their projects are processed efficiently and expeditiously.

Primary duties include the following:

- Assess the workload and request the appropriate number of resources to meet requirements.
- Inform task force personnel on eligibility, process, and disaster-specific guidance.
- Establish customer service, production goals, and expectations for crews.
- Coordinate with assigned DIVS when working in their Division.

### **PA Infrastructure Branch Director Type I, Type 2 (PBD1, PBD2)**

The PBD1 and PBD2 report to the OSC on Level I and II incidents, respectively. They are responsible for providing technical and repair assistance for essential facilities, and for providing interim supplementary financial assistance to public entities. The PBD implements and administers the Public Assistance (PA) program to deliver disaster aid to repair, replace, or supplement parts of a community's infrastructure. Primary duties include the following:

- Provide infrastructure input to the development of incident objects.
- Ensure that the development of the PA Program Management Plan meets the established goals, timelines, milestones, and standards
- Ensure that public information releases related to Infrastructure and PA are accurate.
- Coordinate with OFA plus State/tribal/territorial/local officials to ensure unity of effort.
- Ensure that infrastructure and PA tactics meet incident strategies and objectives

### **PA Public Assistance Planning Manager (PPMG)**

The PPMG reports to the AMTL and is responsible for planning activities associated with the implementation and management of the PA programs, including the incident action planning process. Primary duties include the following:

- Define the requirements and expectations of planning personnel.
- Ensure conformity to the application of ICS principles and concepts within the PA program planning process.
- Ensure the development of PA plans, such as the PA Management Plan, Debris Operations Plan, and Demobilization Plan.
- Coordinate with the Planning Section on the submission of reporting requirements.

### **PA Planning Specialist (PPSP)**

The PPSP reports to the PPMG and assists the PPMG with inputs to the PA planning and incident action planning processes.

### **PA Public Assistance Quality Assurance/Quality Control Manager (QCMG)**

The QCMG reports to the AMTL and develops, executes, and supervises the quality assurance (QA) and quality control (QC) process for the PA program. Primary duties include the following:

- Define the requirements and expectations of the QA and QC review resources.
- Manage quality control (QA/QC and technical specialists) to ensure timely processing of PA Work Sheet.
- Address and make appropriate decisions regarding obstacles preventing the timely processing of project worksheets.
- Request additional personnel, supplies, services, and equipment needed within the established ordering processes

### **PA Quality Assurance/Quality Control Specialist (QCSP)**

The QCSP reports to the QCMG and assists with the QA/QC process by monitoring the EMMIE database for assigned projects, reviewing project worksheets, making recommendations, and documenting findings.

### **PA Resource Specialist (RCSP)**

The RCSP reports to the PPMG. The RCSP orders and tracks PA personnel, maintains the PA organization chart, assists in determining training, coordinates the submission of time sheets, and maintains the PA calendar, including applicant briefings, kickoff meetings, and staff meetings.

## **Planning (PLAN)**

### **PLAN Documentation Unit Leader (DOCL)**

The DOCL reports to the PSC and is responsible for maintaining accurate and up-to-date incident files stored for legal, analytical, and historical purposes. Primary duties include the following:

- Set up the Documentation Unit work area.
- Ensure that adequate duplication and destruction services for the Planning Section are established.
- Ensure the completeness and accuracy of incident information products prepared by the Documentation Unit.
- Coordinate with the PSC to evaluate the need to designate any reports or documents as For Official Use Only (FOUO).

### **PLAN Geospatial Information System Manager (GIMG)**

The GIMG reports to the GIUL and is responsible for the production of spatial products, the collection and dissemination of spatial data and analysis, the GPS support, and the acquisition, exploitation, and dissemination of remote sensing data. Primary duties include the following:

- Order, inventory, and maintain equipment and supplies
- Operate and calibrate GPS units and mobile data collection devices
- Determine and manage customer expectations for products
- Ensure that plans and procedures are established for data backup in coordination with IT.
- Ensure adherence to copyright, disclaimers, licensing, and other sensitive products and data distribution protocols.

### **PLAN Geospatial Information System Specialist (GISP)**

The GISP reports to the GIMG and conducts basic geo-processing, develops geospatial products, uses specialized geospatial software, operates and calibrates GPS units and mobile data collection devices, and supports customers as needed.

### **PLAN Geospatial Information System Unit Leader (GIUL)**

The GIUL reports to the PSC and is responsible for the application and coordination of incident-specific geospatial activities—including the production of spatial products, the collection and dissemination of spatial data and analysis, Global Positioning System (GPS) support, and the acquisition, exploitation, and dissemination of remote sensing data. Primary duties include the following:

- Determine requirements for facility space and equipment.
- Provide spatially referenced information, products, and services to enhance decision making
- Order, inventory, and maintain equipment and supplies
- Coordinate with appropriate geospatial stakeholders to prevent duplication of effort and to promote information sharing.
- Maintain close coordination with the FEMA NRCS Geospatial and Technical Group Supervisor (GTGS), RGC, and RRCS GIUL.
- Brief customers on geospatial capabilities and activities.

### **PLAN Planning Support Unit Leader (PLSL)**

The PLSL reports to the PSC and is responsible for preparing plans for the incident, including the Advanced Operational Plan (AOP), Incident Strategic Plan, COOP Plan, and the Transition Plan. The PLSL also assembles and publishes the IAP. Primary duties include the following:

- Compile and update information to support plan development.
- Develop and maintain an AOP in coordination with the OSC
- Manage development of the plans assigned to the Planning Support Unit, including the Incident Strategic Plan and Timeline, COOP, Transition, and Closeout Plans

- Provide guidance and training to other functional elements such as IA, PA, and HM in the development of functional plans when requested or directed.

### **PLAN Planning Specialist (PLSP)**

The PLSP normally reports to the Planning Support Unit Lead (PLSL), but may be assigned to any Planning Unit as needed. The PLSP gathers and analyzes information and assists with the preparation of plans as assigned.

### **PLAN Planning Section Chief Type I, II, III (PSC1, PSC2, PSC3)**

The PSC includes Types 1, 2, and 3. The tasks for each position remain the same, but the level of incident (I, II, or III) for which the person is qualified varies and matches with the position type (i.e., Type 1 with Level I, Type 2 with Level II, and Type 3 with Level III).

The PSC is a member of the General Staff reporting to the UCG and is responsible for the collection, evaluation, verification, and dissemination of information about the incident and status of resources. The PSC is also responsible for managing the development of assigned plans and the incident action planning process.

As with all other Command and General Staff positions, the PSC should be jointly staffed: the position should be held by both a Federal and State staff member who jointly work to support the UCG. Primary duties include the following:

- Coordinate with the State's Planning Section Chief to establish a unified planning effort.
- Ensure the IAP is developed, approved by the UCG, published, and distributed within established guidelines and time frames
- Ensure that all required and supplemental components—including the safety message, Communications Plan, Medical Plan, Transportation Plan, air operations summary, and other special messages—are collected and included in the IAP.
- Ensure required/requested reports, briefings, and situational and geospatial information products are complete, accurate, and distributed properly.

### **PLAN Resources Unit Leader (RESL)**

The RESL reports to the PSC and is responsible for checking in and maintaining the status of all assigned resources. The RESL also prepares assigned portions of the IAP. Primary duties include the following:

- Establish a check-in/check-out function and procedures at appropriate incident locations (Initial Operating Facility [IOF], JFO, Area Field Offices (AFOs) and Camps, etc.) using the Check-in List (FEMA ICS Form 211) and status databases in coordination with the Human Resources Unit.
- Establish a process to collect check-in information from locations where check-in has not been established.
- Provide guidance and training to Operations Section elements—ESFs and FEMA programs—in the preparation of Operational Planning Worksheets when needed or requested.

- Coordinate with State counterpart in a unified planning effort.

### **PLAN Remote Sensing Specialist (RMSP)**

The RMSP reports to the GIMG and performs remote-sensing requirements such as acquiring needed remote-sensing assets and capabilities, operating specialized software applications to produce remote-sensing products, analyzing imagery, identifying potential needs for remote sensing, and briefing customers on the interpretation and use of products.

### **PLAN Situation Unit Leader (SITL)**

The SITL reports to the PSC and is responsible for situational awareness, including the collection, processing, and organization of all incident information. Primary duties include the following:

- Prepare, implement, and maintain the information collection plan.
- Identify and gather the appropriate Essential Elements of Information (EEI).
- Gather, update, and prepare situational information relevant to the incident.
- Maintain the Situation Room and coordinate the scheduling of its use.
- Coordinate with the State's Situation Unit Leader and other appropriate State Planning Section member

## **Safety (SAF)**

### **SAF Safety Advisor (SAAD)**

The SAAD serves as the ICS Safety Officer on Level III events or smaller and reports to the FCO. On larger declarations where several Safety Officers are deployed the SAAD will report to a Lead Safety Officer and provide support in establishing and maintaining the safety function on an incident. Primary duties include the following:

- May serve as the senior safety official at a level III disaster.
- Ensure that safety, health, and environmental (Safety) hazard assessments are completed, including all incident facilities, buildings and workplace job hazard analyses (JHA), and safety and health checklists.
- Exercise emergency authority to stop and prevent unsafe acts and activities when necessary
- Provide situational awareness to immediate supervisor on any changes that could affect disaster-wide operations.
- Prepare or review, approve, and submit all safety plans (such as the Disaster Hazard Assessment Plan, Occupant Emergency Plan, or Hazard Communication Plan) and safety messages, including those messages needed for inclusion in the IAP.

### **SAF Safety Officer Type I, II, III (SFO1, SFO2, SFO3)**

The SFO reports to the FCO and is responsible for developing and recommending measures to ensure the safety of personnel assigned to the incident, to assess and/or anticipate hazardous and unsafe situations, and to activate the Interagency Agreement (IAA) with Federal Occupational Health (FOH) when needed. Primary duties include the following:

- Serve as the senior safety official at the disaster.
- Ensure that safety, health, and environmental (Safety) hazard assessments are completed, including all incident facilities, buildings and workplace job hazard analyses (JHA), and safety and health checklists.
- Ensure the implementation of Safety plans and programs in accordance with all applicable regulations (Federal, State, and local), standards, and guidelines.
- Prepare or review, approve, and submit all safety plans (such as the Disaster Hazard Assessment Plan, Occupant Emergency Plan, or Hazard Communication Plan) and safety messages, including those messages needed for inclusion in the IAP.
- Provide medical capabilities at incident facilities as needed, usually by activating the IAA with FOH for clinics. (The Safety function will provide oversight and logistics will provide space and logistical support.)

### **Security (SEC)**

#### **SEC Security Technician (SECT)**

The SECT specializes in the maintenance, installation and repair of electronic, mechanical and electro-mechanical devices. Primary duties include:

- Maintain, repair and install Physical Access Control Systems (PACS), Closed Circuit Television systems (CCTV), Intrusion Detection Systems (IDS) and other associated security systems.
- Conduct risk assessments at disaster sites and field offices
- Develop facility Physical Security Plans and Emergency Operations Plans
- Conducts audits and inventory of security system components and other materials.



**SEC Security Manager (SEMG)**

The SEMG reports to the COS and is responsible for providing safeguards needed to protect personnel and property from loss or damage, and for providing security badging services. The SEMG is also responsible for submitting to FEMA Headquarters (HQ) the required information needed to conduct background checks. Primary duties include the following:

- Supervise and participate in the development and presentation of plans when directed (Strategic Plan, Transition Plan, Demobilization Plan, Continuity of Operations Plan, Occupant Emergency Plan, etc.).
- Establish contacts with local and other Federal law enforcement agencies as required
- Develop procedures to ensure adequate security for personnel, facilities, property, and operations
- Disseminate intelligence information to senior management.

**SEC Security Specialist (SESP)**

The SESP reports to the Security Manager (SEMG) and assists in conducting and monitoring security operations, including badging and fingerprinting.

**SEC Security Support Specialist (SSSP)**

The SSSP reports to the Security Manager (SEMG) and supports security operations including badging and fingerprinting.