



FEMA

FEMA INCIDENT SUPPORT POSITION TASK BOOK

N72 Center and Staff Support Section Chief

POSITION TASK BOOK (PTB) ASSIGNED TO:

Individual's Name, HQ/Region

POSITION TASK BOOK (PTB) INITIATED BY:

Official's Name, Title, HQ/Region

Date PTB Initiated

FEMA has developed Position Task Books (PTBs) based on the FEMA doctrine and the National Incident Support Manual (NISM). The material contained in this book accurately defines the performance expected of the position(s) for which it was developed. This task book is approved for use as a position qualification document in accordance with the instructions contained herein.

INTRODUCTION

Each PTB lists the competencies, behaviors, and tasks required for successful performance in specific positions. Trainees must be observed completing all tasks and show knowledge and competency in their performance during the completion of the PTB.

For PTBs that contain multiple positions, the trainee must be observed completing all tasks in the first section, which contains tasks common to all of the positions within that PTB, and all of the tasks in the section of the PTB which contains tasks specific to the position for which the trainee is attempting to qualify.

Trainees are evaluated during this process by qualified evaluators, and the trainee's performance is documented in the PTB for each task by the evaluator's initials and date of completion. An Evaluation Record will be completed by all evaluators documenting the trainee's progress after each evaluation opportunity.

Successful performance of all tasks, as observed and recorded by an evaluator, is required prior to a recommendation that the trainee be certified as qualified in the position. Evaluation and confirmation of the trainee's performance of all tasks may involve more than one evaluator and can occur during events, such as disasters, emergency declarations, special events, and exercises. It is important that all tasks be critically evaluated and recorded by each evaluator.

ISSUING AUTHORITY

This PTB has been issued by the certifying official. Issuance by the certifying official indicates that the trainee has the required prerequisites for this PTB to be initiated. The issuance section of the PTB (i.e., the official's signature on the cover page) documents the initiation of the PTB and that the trainee meets the required prerequisites. It is the discretion of the certifying official as to whether or not to issue a PTB.

DEFINITIONS

- **Competency:** A general description of the abilities needed to successfully fill a particular role. They encompass the knowledge, skills, and abilities that contribute to an individual being able to fulfill their responsibilities. A competency forms the basis for position specific training, position task books, job aids, and other performance-based documents.
- **Behavior:** A description of actions through which a competency is demonstrated, and can provide a means of assessing whether or not an individual is proficient in that competency.
- **Task:** A specific description of a specific action an individual may perform to be successful in carrying out their position responsibilities. Tasks within the PTB are numbered sequentially; however, the numbering does NOT indicate the order in which the tasks need to be performed or evaluated.

RESPONSIBILITIES

1. Certifying Official is responsible for:

- Identifying trainees based on agency requirements and strategic goals.
- Issuing the Position Task Book and ensuring that the trainee meets all required prerequisites.
- Providing opportunities for evaluation and/or making trainees available for evaluation.
- Explaining to the trainee the purpose and process of the PTB as well as the trainee's responsibilities.
- Tracking progress of the trainee.
- Confirming PTB completion.
- Certifying the trainee for those positions falling within their certification authority.
- Recommending certification of the trainee for those positions not falling within their certification authority.

2. The Trainee is responsible for:

- Reviewing instructions in the PTB.
- Providing the evaluator with background information pertinent to the position.
- Satisfactorily completing all tasks within 3 years from the date of the first task being evaluated.
- Provide a copy of the completed PTB to the certifying official for review and initiation of the certification process.
- Retaining the original PTB in personal record.

3. The Evaluator is responsible for:

- Being qualified in the position being evaluated.
- Meeting with the trainee and determining past experience, current qualifications, and desired objectives and goals.
- Reviewing tasks with the trainee.
- Explaining to the trainee the purpose and processes of the PTB, as well as the trainee's responsibilities.
- Accurately evaluating and recording demonstrated performance of tasks; initialing and dating completion of the tasks shall document satisfactory performance.
- Documenting unsatisfactory performance in the Evaluation Record.
- Completing the Evaluation Record.

4. The Final Evaluator is the evaluator of the trainee when the final tasks in the PTB are completed. If only one evaluator signs off on all of the tasks in the PTB, then that individual is also the final evaluator. This individual will ensure that all tasks have been initialed and is responsible for:

- Signing the Final Evaluator's Verification Statement when all tasks have been initialed by an evaluator.

5. A Certifying Authority is the FEMA official who has direct reporting responsibility to the FEMA Administrator and has authority to certify FEMA personnel as qualified in identified positions. He/she is responsible for:

- Certifying on the PTB that the trainee has completed all requirements for the position.
- After certification, return the PTB to the individual for their personal records.

TASKS TO PERFORM

<p>Competency 2: Exhibits Leadership Influences, guides, and directs assigned personnel to accomplish objectives and desired outcomes in a rapidly changing, high-risk environment.</p>		
<p>Behavior 2.3: Leads and supports assigned personnel</p>		
Task	Record #	Evaluator Initials
2.3.1 Establish Section assignments based on the objectives for the Section		
Comments:		
2.3.2 Monitor and adjust work assignments within the Section		
Comments:		
<p>Behavior 2.5: Creates a collaborative environment across functional areas/external stakeholders</p>		
Task	Record #	Evaluator Initials
2.5.1 Coordinate interdependent activities with appropriate stakeholders to fulfill position responsibilities		
Comments:		

<p>Competency 3: Collaborates Effectively Promotes collaboration and works well with others to effectively accomplish the mission.</p>		
<p>Behavior 3.1: Maintains working relationships</p>		
Task	Record #	Evaluator Initials
3.1.1 Establish contact with Personnel/Human Resources, and ensure sign-in sheet for arriving staff		
<p>Comments:</p>		
<p>Behavior 3.2: Enables cooperative and productive group interactions</p>		
Task	Record #	Evaluator Initials
3.2.1 Meet with other Section Chiefs and Group Supervisors to determine the Operational Tempo for reports and briefings for the shift		
<p>Comments:</p>		
3.2.2 Ensure that staff integrate and coordinate their activities internally and externally with all levels of involved organizations and agencies		
<p>Comments:</p>		

<p>Competency 4: Communicates Effectively Expresses information in written and verbal formats to individuals and groups effectively, taking into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately.</p>		
<p>Behavior 4.1: Delivers clear, concise, complete, and correct verbal communication tailored to target audience</p>		
Task	Record #	Evaluator Initials
4.1.1 Represent the Section at NRCS meetings, videoconferences, and teleconferences		
Comments:		
4.1.2 Call ADD, inform them of the activation, and resolve any issues		
Comments:		
4.1.3 Provide or arrange an initial situation briefing for the Section staff		
Comments:		
4.1.4 Coordinate with the Watch to confirm actions already taken		
Comments:		
<p>Behavior 4.2: Delivers clear, concise, complete, and correct written products tailored to target audience</p>		
Task	Record #	Evaluator Initials
4.2.1 Prepare notes, charts, or handouts as appropriate during daily briefing and meetings		
Comments:		

4.2.2 Ensure dissemination of the Operations Order to rostered personnel		
Comments:		
4.2.3 Ensure distribution of an up-to-date telephone list		
Comments:		
Competency 5: Fulfills Position Responsibilities		
Successfully assumes assigned role and fulfills responsibilities at the appropriate time, performing assigned tasks with a high level of competence.		
Behavior 5.1: Complies with policies and procedures		
Task	Record #	Evaluator Initials
5.1.1 Sign timesheets for all staff		
Comments:		
Behavior 5.2: Ensures safety, welfare, and accountability of NRCS/RRCS		
Task	Record #	Evaluator Initials
5.2.1 Ensure notification of the Safety service and identify any issues		
Comments:		
5.2.2 Ensure notification of the Security service and identify any issues		
Comments:		

Behavior 5.3: Gathers, organizes, and conveys information		
Task	Record #	Evaluator Initials
5.3.1 Oversee maintenance of the NRCC building utilities to ensure a safe and secure environment for NRCC operations		
Comments:		
Behavior 5.4: Conducts analysis to produce actionable information and products		
Task	Record #	Evaluator Initials
5.4.1 Determine and recommend staffing levels in accordance with the incident level to ensure that activities are supported by reviewing activation and demobilization requests		
Comments:		
Behavior 5.5: Makes timely, informed recommendations and decisions that consider facts, objectives, constraints, risks, and differing perspectives		
Task	Record #	Evaluator Initials
5.5.1 Establish whether a night shift will be utilized and ensure night shift staff are sent home during the daytime as appropriate		
Comments:		

Behavior 5.6: Participates in the planning process		
Task	Record #	Evaluator Initials
5.6.1 Provide an NRCS plan for support from the NRCS units to the Future Planning Unit		
Comments:		
5.6.2 Address all Section responsibilities, ensuring that the facility is maintained in a ready state, personnel are rostered and rotated appropriately, and any issues are resolved		
Comments:		
5.6.3 Ensure facility services (HVAC, janitorial, lights, etc.)		
Comments:		
5.6.4 Initiate start-up procedures for the NRCC upon notification of an incident or event		
Comments:		
5.6.5 Obtain a decision regarding hotel use if appropriate due to weather or anticipated longevity of the activation		
Comments:		
Behavior 5.7: Manages and tracks resources effectively		
Task	Record #	Evaluator Initials
5.7.1 Ensure organizational structure is adequate to meet incident needs		
Comments:		

5.7.2 Assess the staffing needs of the Section on a regular basis		
Comments:		
5.7.3 Ensure that Roster Coordinators have staffed all positions		
Comments:		
5.7.4 Cross check the Operations Order, roster, and sign-in sheets to ensure all necessary positions are staffed		
Comments:		
5.7.5 Ensure refreshments are ordered		
Comments:		
5.7.6 Ensure the NRCS has access to supplies		
Comments:		
Behavior 5.9: Plans for and completes the demobilization/transition process		
Task	Record #	Evaluator Initials
5.9.1 Notify the Section of the NRCC deactivation and the level of remaining activity		
Comments:		
5.9.2 Ensure the effective transition of the Section activities back to the National Watch Center		
Comments:		

5.9.3 Notify the C-NRCS, RRCC, Joint Field Office, National Operations Center and National Watch Center when the Section closes and the cessation of all reporting occurs		
Comments:		
5.9.4 Determine the closeout of taskings for each unit and report the information to the C-NRCS		
Comments:		
5.9.5 Capture after-action information from the team and ensure it is conveyed to the Lessons Learned Advisor		
Comments:		
5.9.6 Ensure a stand-down notice is sent to all the section and agency staffs with archival and documentation activities outlined		
Comments:		

INSTRUCTIONS FOR COMPLETING THE EVALUATION RECORD

- There are four separate Evaluation Records available for use, if necessary, each of which correspond to an assignment (see forms that follow).
- It is not necessary for a trainee to complete four assignments; however, four should normally be sufficient for an individual to qualify in a position, but if additional assignments are needed, an Evaluation Record can be copied and attached to the PTB.

Complete These Items at the Start of the Evaluation Period:

- ***Evaluator's Name:*** Evaluator enters name here (Print).
- ***Position title:*** Enter the evaluator's incident support position title.
- ***Evaluator's office address and phone:*** Self-explanatory.
- ***Record Number:*** The Record Number listed in the upper left corner of the Evaluation Record identifies the evaluator of a particular incident. This number should be placed in the column labeled "Record #" in the PTB for each task performed satisfactorily. This number will enable reviewers of the completed PTB to tie the tasks to the evaluator at a specific incident.
- ***Evaluation Assignment:*** Identify the incident/disaster/exercise by name, number, and location or if the evaluation opportunity is steady-state operations.
- ***Disaster Complexity Level (if applicable):*** If the record is for a disaster, enter the Disaster Complexity Level (I, II, or III).

Complete These Items at the End of the Evaluation Period:

- ***Duration:*** Enter inclusive dates during which the trainee was evaluated.
- ***Recommendation:*** Check as appropriate and make comments regarding the future needs for development of this trainee as appropriate.
- ***Date:*** List the date the record is being completed.
- ***Evaluator's initials:*** Initial here to authenticate your recommendations and to allow for comparison with initials in the PTB.
- ***Evaluator's Qualification:*** List your qualification that validates your authority to evaluate and approve successful performance of tasks by the trainee.

Evaluation Record

 TRAINEE NAME

 TRAINEE POSITION

Record #1	Evaluator's name (Print): _____ Position title: _____	
Evaluator's office address & phone: _____		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above-named trainee. I recommend the following for further development of this trainee. _____ The individual has successfully performed all tasks for the position and should be considered for certification. _____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. _____ The individual is deficient in the performance of tasks identified below and needs further training prior to additional assignment(s) as a trainee. Deficiencies noted (List Competency and Task #): _____ Date: _____ Evaluator's initials: _____ Evaluator's qualification: _____		

Record #2	Evaluator's name (Print): _____ Position title: _____	
Evaluator's office address & phone: _____		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
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Evaluation Record

 TRAINEE NAME

 TRAINEE POSITION

Record #3	Evaluator's name (Print):	
	Position title:	
Evaluator's office address & phone:		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
<p>The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above-named trainee. I recommend the following for further development of this trainee.</p> <p>_____ The individual has successfully performed all tasks for the position and should be considered for certification.</p> <p>_____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation.</p> <p>_____ The individual is deficient in the performance of tasks identified below and needs further training prior to additional assignment(s) as a trainee.</p> <p>Deficiencies noted (List Competency and Task #):</p> <p>Date: _____ Evaluator's initials: _____</p> <p>Evaluator's qualification: _____</p>		

Record #4	Evaluator's name (Print):	
	Position title:	
Evaluator's office address & phone:		
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FINAL EVALUATOR & CERTIFYING OFFICIAL

Do **NOT** complete this unless you are recommending the trainee for certification

Verification/Certification of Completed Position Task Book for the Position of

Final Evaluator's Verification

I verify that _____ has successfully performed all required tasks as a trainee which are documented with appropriate initials in this PTB and should therefore be considered for certification in this position.

Final Evaluator's Signature and Date

Final Evaluator's Printed Name, Title, HQ/Region, and Phone Number

Agency Certification

I certify that _____ has met all requirements for qualification in this position.

Official's Signature and Date

Official's Printed Name, Title, HQ/Region, and Phone Number



FEMA INCIDENT SUPPORT POSITION TASK BOOK

N73 Facility Support Group Supervisor

POSITION TASK BOOK (PTB) ASSIGNED TO:

Individual's Name, HQ/Region

POSITION TASK BOOK (PTB) INITIATED BY:

Official's Name, Title, HQ/Region

Date PTB Initiated

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RESPONSIBILITIES

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- Confirming PTB completion.
- Certifying the trainee for those positions falling within their certification authority.
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2. The Trainee is responsible for:

- Reviewing instructions in the PTB.
- Providing the evaluator with background information pertinent to the position.
- Satisfactorily completing all tasks within 3 years from the date of the first task being evaluated.
- Provide a copy of the completed PTB to the certifying official for review and initiation of the certification process.
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4. The Final Evaluator is the evaluator of the trainee when the final tasks in the PTB are completed. If only one evaluator signs off on all of the tasks in the PTB, then that individual is also the final evaluator. This individual will ensure that all tasks have been initialed and is responsible for:

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- Certifying on the PTB that the trainee has completed all requirements for the position.
- After certification, return the PTB to the individual for their personal records.

TASKS TO PERFORM

<p>Competency 2: Exhibits Leadership Influences, guides, and directs assigned personnel to accomplish objectives and desired outcomes in a rapidly changing, high-risk environment.</p>		
<p>Behavior 2.3: Leads and supports assigned personnel</p>		
Task	Record #	Evaluator Initials
2.3.1 Assume the managerial duties and decision-making role of the Section Chief when necessary		
<p>Comments:</p>		
<p>Behavior 2.5: Creates a collaborative environment across functional areas/external stakeholders</p>		
Task	Record #	Evaluator Initials
2.5.1 Establish Group assignments by collaborating on objectives with Section Chief		
<p>Comments:</p>		
<p>Competency 4: Communicates Effectively Expresses information in written and verbal formats to individuals and groups effectively, taking into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately.</p>		
<p>Behavior 4.2: Delivers clear, concise, complete, and correct written products tailored to target audience</p>		
Task	Record #	Evaluator Initials
4.2.1 Produce and convey the Emergency Operations Order		
<p>Comments:</p>		

<p>Competency 5: Fulfills Position Responsibilities Successfully assumes assigned role and fulfills responsibilities at the appropriate time, performing assigned tasks with a high level of competence.</p>		
<p>Behavior 5.3: Gathers, organizes, and conveys information</p>		
Task	Record #	Evaluator Initials
5.3.1 Prepare, validate, coordinate, and submit required reports to the Situational Awareness Section		
Comments:		
<p>Behavior 5.5: Makes timely, informed recommendations and decisions that consider facts, objectives, constraints, risks, and differing perspectives</p>		
Task	Record #	Evaluator Initials
5.5.1 Report to the Section Chief or the C-NRCS the readiness of the NRCC for activation or any issues with the facility or staff		
Comments:		
5.5.2 Develop operational recommendations for consideration by the C-NRCS		
Comments:		
<p>Behavior 5.7: Manages and tracks resources effectively</p>		
Task	Record #	Evaluator Initials
5.7.1 Ensure the organizational structure is adequate to meet incident needs		
Comments:		

5.7.2 Manage all facility-related support, including information technology, telecommunications, audiovisual/video teleconference, and utilities		
Comments:		
5.7.3 Ensure all facilities and equipment are set up and properly functioning		
Comments:		
5.7.4 Ensure the activation roster is maintained		
Comments:		
5.7.5 Resolve any hotel issues		
Comments:		
Behavior 5.8: Uses technology effectively		
Task	Record #	Evaluator Initials
5.8.1 Provide the user password to all systems for team members upon notification of an incident or event		
Comments:		

INSTRUCTIONS FOR COMPLETING THE EVALUATION RECORD

- There are four separate Evaluation Records available for use, if necessary, each of which correspond to an assignment (see forms that follow).
- It is not necessary for a trainee to complete four assignments; however, four should normally be sufficient for an individual to qualify in a position, but if additional assignments are needed, an Evaluation Record can be copied and attached to the PTB.

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- ***Duration:*** Enter inclusive dates during which the trainee was evaluated.
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Evaluation Record

 TRAINEE NAME

 TRAINEE POSITION

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FINAL EVALUATOR & CERTIFYING OFFICIAL

Do **NOT** complete this unless you are recommending the trainee for certification

Verification/Certification of Completed Position Task Book for the Position of

Final Evaluator's Verification

I verify that _____ has successfully performed all required tasks as a trainee which are documented with appropriate initials in this PTB and should therefore be considered for certification in this position.

Final Evaluator's Signature and Date

Final Evaluator's Printed Name, Title, HQ/Region, and Phone Number

Agency Certification

I certify that _____ has met all requirements for qualification in this position.

Official's Signature and Date

Official's Printed Name, Title, HQ/Region, and Phone Number



FEMA

FEMA INCIDENT SUPPORT POSITION TASK BOOK

N74 Technology Unit Leaders

Audiovisual Unit Leader

Information Technology Unit Leader

Telecommunications Unit Leader

POSITION TASK BOOK (PTB) ASSIGNED TO:

Individual's Name, HQ/Region

POSITION TASK BOOK (PTB) INITIATED BY:

Official's Name, Title, HQ/Region

Date PTB Initiated

FEMA has developed Position Task Books (PTBs) based on the FEMA doctrine and the National Incident Support Manual (NISM). The material contained in this book accurately defines the performance expected of the position(s) for which it was developed. This task book is approved for use as a position qualification document in accordance with the instructions contained herein.

INTRODUCTION

Each PTB lists the competencies, behaviors, and tasks required for successful performance in specific positions. Trainees must be observed completing all tasks and show knowledge and competency in their performance during the completion of the PTB.

For PTBs that contain multiple positions, the trainee must be observed completing all tasks in the first section, which contains tasks common to all of the positions within that PTB, and all of the tasks in the section of the PTB which contains tasks specific to the position for which the trainee is attempting to qualify.

Trainees are evaluated during this process by qualified evaluators, and the trainee's performance is documented in the PTB for each task by the evaluator's initials and date of completion. An Evaluation Record will be completed by all evaluators documenting the trainee's progress after each evaluation opportunity.

Successful performance of all tasks, as observed and recorded by an evaluator, is required prior to a recommendation that the trainee be certified as qualified in the position. Evaluation and confirmation of the trainee's performance of all tasks may involve more than one evaluator and can occur during events, such as disasters, emergency declarations, special events, and exercises. It is important that all tasks be critically evaluated and recorded by each evaluator.

ISSUING AUTHORITY

This PTB has been issued by the certifying official. Issuance by the certifying official indicates that the trainee has the required prerequisites for this PTB to be initiated. The issuance section of the PTB (i.e., the official's signature on the cover page) documents the initiation of the PTB and that the trainee meets the required prerequisites. It is the discretion of the certifying official as to whether or not to issue a PTB.

DEFINITIONS

- **Competency:** A general description of the abilities needed to successfully fill a particular role. They encompass the knowledge, skills, and abilities that contribute to an individual being able to fulfill their responsibilities. A competency forms the basis for position specific training, position task books, job aids, and other performance-based documents.
- **Behavior:** A description of actions through which a competency is demonstrated, and can provide a means of assessing whether or not an individual is proficient in that competency.
- **Task:** A specific description of a specific action an individual may perform to be successful in carrying out their position responsibilities. Tasks within the PTB are numbered sequentially; however, the numbering does NOT indicate the order in which the tasks need to be performed or evaluated.

RESPONSIBILITIES

1. Certifying Official is responsible for:

- Identifying trainees based on agency requirements and strategic goals.
- Issuing the Position Task Book and ensuring that the trainee meets all required prerequisites.
- Providing opportunities for evaluation and/or making trainees available for evaluation.
- Explaining to the trainee the purpose and process of the PTB as well as the trainee's responsibilities.
- Tracking progress of the trainee.
- Confirming PTB completion.
- Certifying the trainee for those positions falling within their certification authority.
- Recommending certification of the trainee for those positions not falling within their certification authority.

2. The Trainee is responsible for:

- Reviewing instructions in the PTB.
- Providing the evaluator with background information pertinent to the position.
- Satisfactorily completing all tasks within 3 years from the date of the first task being evaluated.
- Provide a copy of the completed PTB to the certifying official for review and initiation of the certification process.
- Retaining the original PTB in personal record.

3. The Evaluator is responsible for:

- Being qualified in the position being evaluated.
- Meeting with the trainee and determining past experience, current qualifications, and desired objectives and goals.
- Reviewing tasks with the trainee.
- Explaining to the trainee the purpose and processes of the PTB, as well as the trainee's responsibilities.
- Accurately evaluating and recording demonstrated performance of tasks; initialing and dating completion of the tasks shall document satisfactory performance.
- Documenting unsatisfactory performance in the Evaluation Record.
- Completing the Evaluation Record.

4. The Final Evaluator is the evaluator of the trainee when the final tasks in the PTB are completed. If only one evaluator signs off on all of the tasks in the PTB, then that individual is also the final evaluator. This individual will ensure that all tasks have been initialed and is responsible for:

- Signing the Final Evaluator's Verification Statement when all tasks have been initialed by an evaluator.

5. A Certifying Authority is the FEMA official who has direct reporting responsibility to the FEMA Administrator and has authority to certify FEMA personnel as qualified in identified positions. He/she is responsible for:

- Certifying on the PTB that the trainee has completed all requirements for the position.
- After certification, return the PTB to the individual for their personal records.

TASKS COMMON TO ALL POSITIONS IN THIS POSITION TASK BOOK

TASKS TO PERFORM

Tasks common to all positions in this Position Task Book

<p>Competency 2: Exhibits Leadership Influences, guides, and directs assigned personnel to accomplish objectives and desired outcomes in a rapidly changing, high-risk environment.</p>		
<p>Behavior 2.2: Assesses the situation and adapts one’s understanding based on varying perspectives</p>		
Task	Record #	Evaluator Initials
2.2.1 Recognize that differing perspectives on problems offer opportunities to develop and implement value added solutions		
Comments:		
2.2.2 Accurately compile a common operating picture from multiple sources of data		
Comments:		
<p>Behavior 2.3: Leads and supports assigned personnel</p>		
Task	Record #	Evaluator Initials
2.3.1 Establish work assignments based on operational objectives and capabilities of assigned personnel		
Comments:		
2.3.2 Provide clear direction and ensure assigned personnel understands assignments		
Comments:		

TASKS COMMON TO ALL POSITIONS IN THIS POSITION TASK BOOK

2.3.3 Set clear, measurable, and attainable performance expectations		
Comments:		
2.3.4 Monitor performance and provide feedback		
Comments:		
2.3.5 Ensure assigned personnel understand role in organization		
Comments:		
2.3.6 Foster unity of purpose for the larger mission among assigned personnel		
Comments:		
2.3.7 Build loyalty among assigned personnel by demonstrating respect and commitment		
Comments:		
2.3.8 Provide support and encouragement to assigned personnel seeking to grow in their own leadership capabilities		
Comments:		
2.3.9 Ensure access to necessary training for all assigned personnel		
Comments:		

TASKS COMMON TO ALL POSITIONS IN THIS POSITION TASK BOOK

Behavior 2.5: Creates a collaborative environment across functional areas/external stakeholders		
Task	Record #	Evaluator Initials
2.5.1 Acknowledge and encourage stakeholders in their efforts to build shared solutions		
Comments:		
2.5.2 Assign staff to attend meetings, conference calls, and briefings, as necessary		
Comments:		
2.5.3 Meet with supervisor to receive the leader’s intent		
Comments:		
Competency 3: Collaborates Effectively		
Promotes collaboration and works well with others to effectively accomplish the mission.		
Behavior 3.2: Enables cooperative and productive group interactions		
Task	Record #	Evaluator Initials
3.2.1 Develop standards for acceptable group behaviors and types of communication (e.g., arrive on time, respect diverse points of view, no judging during creative problem-solving)		
Comments:		
3.2.2 Act as a mediator when required		
Comments:		

TASKS COMMON TO ALL POSITIONS IN THIS POSITION TASK BOOK

3.2.3 Confirm with supervisor the Operational Tempo for reports and briefings for the shift		
Comments:		
Competency 4: Communicates Effectively Expresses information in written and verbal formats to individuals and groups effectively, taking into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately.		
Behavior 4.2: Delivers clear, concise, complete, and correct written products tailored to target audience		
Task	Record #	Evaluator Initials
4.2.1 Provide a situation report to the Facility Support Group Supervisor		
Comments:		
Competency 5: Fulfills Position Responsibilities Successfully assumes assigned role and fulfills responsibilities at the appropriate time, performing assigned tasks with a high level of competence.		
Behavior 5.1: Complies with policies and procedures		
Task	Record #	Evaluator Initials
5.1.1 Ensure documents are compiled and archived for historical purposes		
Comments:		
5.1.2 Review guidance documentation pertinent to job functions and operational areas, including Position Task Books and job guides		
Comments:		

TASKS COMMON TO ALL POSITIONS IN THIS POSITION TASK BOOK

5.1.3 Review the appropriate plan to determine initial actions, coordination and information requirements		
Comments:		
5.1.4 Ensure all assigned personnel’s timesheets are accurate and complete		
Comments:		
Behavior 5.2: Ensures safety, welfare, and accountability of NRCS		
Task	Record #	Evaluator Initials
5.2.1 Ensure the implementation of solutions for NRCS members to meet changing requirements during incident support activities		
Comments:		
Behavior 5.6: Participates in the planning process		
Task	Record #	Evaluator Initials
5.6.1 Ensure the provision of input to the Planning Support Section when required		
Comments:		

TASKS COMMON TO ALL POSITIONS IN THIS POSITION TASK BOOK

Behavior 5.7: Manages and tracks resources effectively		
Task	Record #	Evaluator Initials
5.7.1 Ensure staffing levels are adequate to meet supervisor’s direction		
Comments:		
5.7.2 Ensure the provision of support for technological issues that arise during incident support activities		
Comments:		
5.7.3 Ensure the installation of any additional infrastructure and hardware in support of changing incident support activities		
Comments:		
5.7.4 Ensure routine and emergency maintenance of equipment and systems		
Comments:		
Behavior 5.8: Uses technology effectively		
Task	Record #	Evaluator Initials
5.8.1 Ensure the operational status of all technological systems at all times		

TASKS COMMON TO ALL POSITIONS IN THIS POSITION TASK BOOK

Behavior 5.9: Plans for and completes the demobilization/transition process		
Task	Record #	Evaluator Initials
5.9.1 Close out or transfer pending actions to the appropriate party and report them to the Group Supervisor		
Comments:		
5.9.2 Notify working contacts when the Group closes		
Comments:		
5.9.3 Ensure all appropriate incident information is transmitted to the Regional Response Coordination Center or Joint Field Office		
Comments:		

TASKS SPECIFIC TO THE AUDIOVISUAL UNIT LEADER

Tasks specific to Audiovisual Unit Leader

<p>Competency 2: Exhibits Leadership Influences, guides, and directs assigned personnel to accomplish objectives and desired outcomes in a rapidly changing, high-risk environment.</p>		
<p>Behavior 2.5: Creates a collaborative environment across functional areas/external stakeholders</p>		
Task	Record #	Evaluator Initials
2.5.4 Ensure coordination with appropriate stakeholders for any audiovisual requirements		
<p>Comments:</p>		
<p>Competency 5: Fulfills Position Responsibilities Successfully assumes assigned role and fulfills responsibilities at the appropriate time, performing assigned tasks with a high level of competence.</p>		
<p>Behavior 5.8: Uses technology effectively</p>		
Task	Record #	Evaluator Initials
5.8.2 Ensure senior leadership laptops are set up		
<p>Comments:</p>		
5.8.3 Ensure Situational Awareness programs on monitors within NRCC (Google Earth, GIS Maps, Remote Sensing, etc.) are set up		
<p>Comments:</p>		

TASKS SPECIFIC TO THE INFORMATION TECHNOLOGY UNIT LEADER

Tasks specific to Information Technology Unit Leader

<p>Competency 5: Fulfills Position Responsibilities Successfully assumes assigned role and fulfills responsibilities at the appropriate time, performing assigned tasks with a high level of competence.</p>		
<p>Behavior 5.8: Uses technology effectively</p>		
Task	Record #	Evaluator Initials
5.8.2 Ensure documentation of each information technology incident via the Remedy Action Tracking System		
<p>Comments:</p>		
5.8.3 Ensure performance of regular network and connectivity system checks		
<p>Comments:</p>		

TASKS SPECIFIC TO THE TELECOMMUNICATIONS UNIT LEADER

Tasks specific to Telecommunications Unit Leader

<p>Competency 5: Fulfills Position Responsibilities Successfully assumes assigned role and fulfills responsibilities at the appropriate time, performing assigned tasks with a high level of competence.</p>		
<p>Behavior 5.8: Uses technology effectively</p>		
<p>Task</p>	<p>Record #</p>	<p>Evaluator Initials</p>
<p>5.8.2 Ensure documentation of each information technology incident via the Remedy Action Tracking System</p>		
<p>Comments:</p>		

INSTRUCTIONS FOR COMPLETING THE EVALUATION RECORD

- There are four separate Evaluation Records available for use, if necessary, each of which correspond to an assignment (see forms that follow).
- It is not necessary for a trainee to complete four assignments; however, four should normally be sufficient for an individual to qualify in a position, but if additional assignments are needed, an Evaluation Record can be copied and attached to the PTB.

Complete These Items at the Start of the Evaluation Period:

- ***Evaluator's Name:*** Evaluator enters name here (Print).
- ***Position title:*** Enter the evaluator's incident support position title.
- ***Evaluator's office address and phone:*** Self-explanatory.
- ***Record Number:*** The Record Number listed in the upper left corner of the Evaluation Record identifies the evaluator of a particular incident. This number should be placed in the column labeled "Record #" in the PTB for each task performed satisfactorily. This number will enable reviewers of the completed PTB to tie the tasks to the evaluator at a specific incident.
- ***Evaluation Assignment:*** Identify the incident/disaster/exercise by name, number, and location or if the evaluation opportunity is steady-state operations.
- ***Disaster Complexity Level (if applicable):*** If the record is for a disaster, enter the Disaster Complexity Level (I, II, or III).

Complete These Items at the End of the Evaluation Period:

- ***Duration:*** Enter inclusive dates during which the trainee was evaluated.
- ***Recommendation:*** Check as appropriate and make comments regarding the future needs for development of this trainee as appropriate.
- ***Date:*** List the date the record is being completed.
- ***Evaluator's initials:*** Initial here to authenticate your recommendations and to allow for comparison with initials in the PTB.
- ***Evaluator's Qualification:*** List your qualification that validates your authority to evaluate and approve successful performance of tasks by the trainee.

Evaluation Record

 TRAINEE NAME

 TRAINEE POSITION

Record #1	Evaluator's name (Print): _____ Position title: _____	
Evaluator's office address & phone: _____		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above-named trainee. I recommend the following for further development of this trainee. _____ The individual has successfully performed all tasks for the position and should be considered for certification. _____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. _____ The individual is deficient in the performance of tasks identified below and needs further training prior to additional assignment(s) as a trainee. Deficiencies noted (List Competency and Task #): _____ Date: _____ Evaluator's initials: _____ Evaluator's qualification: _____		

Record #2	Evaluator's name (Print): _____ Position title: _____	
Evaluator's office address & phone: _____		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above-named trainee. I recommend the following for further development of this trainee. _____ The individual has successfully performed all tasks for the position and should be considered for certification. _____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. _____ The individual is deficient in the performance of tasks identified below and needs further training prior to additional assignment(s) as a trainee. Deficiencies noted (List Competency and Task #): _____ Date: _____ Evaluator's initials: _____ Evaluator's qualification: _____		

Evaluation Record

TRAINEE NAME

TRAINEE POSITION

Record #3	Evaluator's name (Print): Position title:	
Evaluator's office address & phone:		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
<p>The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above-named trainee. I recommend the following for further development of this trainee.</p> <p>_____ The individual has successfully performed all tasks for the position and should be considered for certification.</p> <p>_____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation.</p> <p>_____ The individual is deficient in the performance of tasks identified below and needs further training prior to additional assignment(s) as a trainee.</p> <p>Deficiencies noted (List Competency and Task #):</p> <p>Date: _____ Evaluator's initials: _____</p> <p>Evaluator's qualification: _____</p>		

Record #4	Evaluator's name (Print): Position title:	
Evaluator's office address & phone:		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
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FINAL EVALUATOR & CERTIFYING OFFICIAL

Do **NOT** complete this unless you are recommending the trainee for certification

Verification/Certification of Completed Position Task Book for the Position of

Final Evaluator's Verification

I verify that _____ has successfully performed all required tasks as a trainee which are documented with appropriate initials in this PTB and should therefore be considered for certification in this position.

Final Evaluator's Signature and Date

Final Evaluator's Printed Name, Title, HQ/Region, and Phone Number

Agency Certification

I certify that _____ has met all requirements for qualification in this position.

Official's Signature and Date

Official's Printed Name, Title, HQ/Region, and Phone Number



FEMA

FEMA INCIDENT SUPPORT POSITION TASK BOOK

N75 Steady-State Technology Specialists

*Audiovisual Specialist
Information Technology Specialist
Telecommunications Specialist*

POSITION TASK BOOK (PTB) ASSIGNED TO:

Individual's Name, HQ/Region

POSITION TASK BOOK (PTB) INITIATED BY:

Official's Name, Title, HQ/Region

Date PTB Initiated

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TASKS COMMON TO ALL POSITIONS IN THIS POSITION TASK BOOK

TASKS TO PERFORM

Tasks common to all positions in this Position Task Book

<p>Competency 1: Reflect FEMA Values Consistently demonstrates compassion, fairness, integrity, and respect in all actions with both internal and external stakeholders.</p>		
<p>Behavior 1.1: Employs the concepts and principles found in the FEMA Doctrine</p>		
Task	Record #	Evaluator Initials
1.1.1 Understand role in the organization		
Comments:		
1.1.2 Support unity of purpose for the larger mission		
Comments:		
<p>Behavior 1.2: Demonstrates compassion, fairness, integrity, and respect in interactions with all stakeholders</p>		
Task	Record #	Evaluator Initials
1.2.1 Demonstrate patience and understanding when supporting the efforts of all stakeholders		
Comments:		
1.2.2 Demonstrate cultural sensitivity and diversity awareness with teammates and stakeholders		
Comments:		

TASKS COMMON TO ALL POSITIONS IN THIS POSITION TASK BOOK

1.2.3 Strive to achieve principled, well-reasoned, and just outcomes		
Comments:		
1.2.4 Comply with all ethics-based principles and standards of conduct		
Comments:		
1.2.5 Maintain confidentiality where required		
Comments:		
Competency 2: Exhibits Leadership		
Influences, guides, and directs assigned personnel to accomplish objectives and desired outcomes in a rapidly changing, high-risk environment.		
Behavior 2.1: Leads self		
Task	Record #	Evaluator Initials
2.1.1 Offer assistance to others based upon self-recognized strengths		
Comments:		
2.1.2 Take steps to improve self-recognized weaknesses		
Comments:		
2.1.3 Accept constructive criticism and implement suggested performance improvements		
Comments:		
2.1.4 Seek responsibility and accept responsibility for actions		
Comments:		

TASKS COMMON TO ALL POSITIONS IN THIS POSITION TASK BOOK

2.1.5 Demonstrate emotional self-regulation in interactions with others		
Comments:		
2.1.6 Demonstrate self-motivation completing assigned tasks on time and with minimal supervision		
Comments:		
2.1.7 Display optimism and persistence when faced with challenging circumstances		
Comments:		
2.1.8 Demonstrate calm during high pressure situations in order to influence others into constructive action		
Comments:		
2.1.9 Use a combination of pre-existing best practices and creative thinking to quickly solve complex problems in high pressure situations		
Comments:		
2.1.10 Seek assistance from others when personally-accessible information sources have been exhausted		
Comments:		
Behavior 2.2: Assesses the situation and adapts one’s understanding based on varying perspectives		
Task	Record #	Evaluator Initials
2.2.1 Distinguish between relevant and extraneous data points		
Comments:		

TASKS COMMON TO ALL POSITIONS IN THIS POSITION TASK BOOK

2.2.2 Recognize that one’s perspective is subjective and does not represent all possible viewpoints		
Comments:		
Behavior 2.4: Maintains a positive relationship with supervisor		
Task	Record #	Evaluator Initials
2.4.1 Communicate limitations to supervisor and promise only what can be delivered		
Comments:		
2.4.2 Provide supervisor ground truth in a timely manner		
Comments:		
2.4.3 Keep supervisor apprised of potential issues or problems		
Comments:		
2.4.4 Fulfill all commitments made to peers, co-workers, and supervisor		
Comments:		
2.4.5 Ascertain and work within your supervisor’s leadership style to meet the mission objectives		
Comments:		
2.4.6 Notify supervisor when assignments are complete		
Comments:		

TASKS COMMON TO ALL POSITIONS IN THIS POSITION TASK BOOK

2.4.7 Meet with supervisor to determine incident status and immediate requirements		
Comments:		
2.4.8 Obtain and review work assignments with supervisor		
Comments:		
2.4.9 Obtain and review performance expectations from supervisor		
Comments:		
Behavior 2.5: Creates a collaborative environment across functional areas/external stakeholders		
Task	Record #	Evaluator Initials
2.5.1 Coordinate interdependent activities with appropriate stakeholders to fulfill position responsibilities		
Comments:		
2.5.2 Establish and maintain open lines of communication with all relevant stakeholders		
Comments:		
2.5.3 Share information with all relevant stakeholders to accomplish assignments		
Comments:		
2.5.4 Attend meetings, conference calls, and briefings, as directed		
Comments:		

TASKS COMMON TO ALL POSITIONS IN THIS POSITION TASK BOOK

<p>Competency 3: Collaborates Effectively Promotes collaboration and works well with others to effectively accomplish the mission.</p>		
<p>Behavior 3.1: Maintains working relationships</p>		
Task	Record #	Evaluator Initials
3.1.1 Build sustainable networks		
Comments:		
3.1.2 Manage relationships effectively		
Comments:		
3.1.3 Seek common ground in interactions with others		
Comments:		
<p>Behavior 3.2: Enables cooperative and productive group interactions</p>		
Task	Record #	Evaluator Initials
3.2.1 Maintain positive attitude		
Comments:		
3.2.2 Contribute to group discussions		
Comments:		
3.2.3 Work together with other team members to solve problems		
Comments:		

TASKS COMMON TO ALL POSITIONS IN THIS POSITION TASK BOOK

3.2.4 Share information with other team members		
Comments:		
3.2.5 Engage in brainstorming		
Comments:		
3.2.6 Help execute potential solutions		
Comments:		
3.2.7 Develop a common understanding of the group's scope of work and authority		
Comments:		
3.2.8 Assist with user requirements throughout the NRCC to ensure effective communication		
Comments:		
<p>Competency 4: Communicates Effectively Expresses information in written and verbal formats to individuals and groups effectively, taking into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately.</p>		
<p>Behavior 4.1: Delivers clear, concise, complete, and correct verbal communication tailored to target audience</p>		
Task	Record #	Evaluator Initials
4.1.1 Engage in speaking opportunities as appropriate		
Comments:		

TASKS COMMON TO ALL POSITIONS IN THIS POSITION TASK BOOK

4.1.2 Speak using plain language		
Comments:		
4.1.3 Tailor delivery methods to specific audiences		
Comments:		
Behavior 4.2: Delivers clear, concise, complete, and correct written products tailored to target audience		
Task	Record #	Evaluator Initials
4.2.1 Prepare all correspondence using plain language		
Comments:		
4.2.2 Edit documents to limit grammatical mistakes		
Comments:		
4.2.3 Deliver written products in time required		
Comments:		
4.2.4 Provide a situation report to the appropriate Unit Leader		
Comments:		

TASKS COMMON TO ALL POSITIONS IN THIS POSITION TASK BOOK

Behavior 4.3: Engages in effective interaction in a group setting		
Task	Record #	Evaluator Initials
4.3.1 Engage in active listening (Listen without interruption when others are speaking; Interpret and respond appropriately to nonverbal communication of others; Make eye contact with speaker, when in person; Adjust body posture to be facing the speaker and slightly leaning in; Use paraphrasing or clarifying questions to confirm that the message has been received and understood)		
Comments:		
4.3.2 Respond appropriately to others		
Comments:		
Competency 5: Fulfills Position Responsibilities		
Successfully assumes assigned role and fulfills responsibilities at the appropriate time, performing assigned tasks with a high level of competence.		
Behavior 5.1: Complies with policies and procedures		
Task	Record #	Evaluator Initials
5.1.1 Sign in to and out of the incident at the beginning and end of the incident with ADD		
Comments:		
5.1.2 Sign in and out on staff roster at beginning and end of shift		
Comments:		
5.1.3 Sign in on computer systems at the beginning of every shift		
Comments:		

TASKS COMMON TO ALL POSITIONS IN THIS POSITION TASK BOOK

5.1.4 Compile and archive documentation for historical purposes		
Comments:		
5.1.5 Brief replacement at each shift change for continuity of operations		
Comments:		
5.1.6 Complete timesheet and have signed by supervisor		
Comments:		
Behavior 5.2: Ensures safety, welfare, and accountability of NRCS		
Task	Record #	Evaluator Initials
5.2.1 Take actions to preserve safety and welfare of NRCS personnel		
Comments:		
5.2.2 Perform routine and emergency maintenance of equipment and systems		
Comments:		
Behavior 5.3: Gathers, organizes, and conveys information		
Task	Record #	Evaluator Initials
5.3.1 Provide support for technological issues that arise during incident support activities		
Comments:		

TASKS COMMON TO ALL POSITIONS IN THIS POSITION TASK BOOK

Behavior 5.5: Makes timely, informed recommendations and decisions that consider facts, objectives, constraints, risks, and differing perspectives		
Task	Record #	Evaluator Initials
5.5.1 Implement solutions for NRCS members to meet changing requirements during incident support activities		
Comments:		
Behavior 5.8: Uses technology effectively		
Task	Record #	Evaluator Initials
5.8.1 Maintain operational status of all technological systems at all times		
Comments:		
Behavior 5.9: Plans for and completes the demobilization/transition process		
Task	Record #	Evaluator Initials
5.9.1 Provide after-action information to supervisor		
Comments:		

TASKS SPECIFIC TO THE AUDIOVISUAL SPECIALIST

Tasks specific to the Audiovisual Specialist

Behavior 5.3: Gathers, organizes, and conveys information		
Task	Record #	Evaluator Initials
5.3.2 Identify audiovisual requirements by coordinating with appropriate stakeholders		
Comments:		
Behavior 5.8: Uses technology effectively		
Task	Record #	Evaluator Initials
5.8.2 Set up senior leadership laptops		
Comments:		
5.8.3 Set up Situational Awareness programs on monitors within the NRCC (Google Earth, GIS Maps, Remote Sensing, etc.)		
Comments:		
5.8.4 Provide audiovisual, video teleconference, and multi-media support for events held in conference rooms and task areas		
Comments:		

TASKS SPECIFIC TO THE INFORMATION TECHNOLOGY SPECIALIST

Tasks specific to the Information Technology Specialist

Behavior 5.3: Gathers, organizes, and conveys information		
Task	Record #	Evaluator Initials
5.3.2 Identify information technology requirements by coordinating with appropriate stakeholders		
Comments:		
Behavior 5.8: Uses technology effectively		
Task	Record #	Evaluator Initials
5.8.2 Perform regular network and connectivity system checks		
Comments:		
5.8.3 Document each information technology incident via the Remedy Action Tracking System		
Comments:		
5.8.4 Ensure that all end-users are familiar with, and have a basic understanding of all information technology system		
Comments:		

TASKS SPECIFIC TO THE TELECOMMUNICATIONS SPECIALIST

Tasks specific to the Telecommunications Specialist

Behavior 5.8: Uses technology effectively		
Task	Record #	Evaluator Initials
5.8.2 Document each information technology incident via the Remedy Action Tracking System		
Comments:		
5.8.3 Ensure that all end-users are familiar with and have a basic understanding of the telecommunication system		
Comments:		

INSTRUCTIONS FOR COMPLETING THE EVALUATION RECORD

- There are four separate Evaluation Records available for use, if necessary, each of which correspond to an assignment (see forms that follow).
- It is not necessary for a trainee to complete four assignments; however, four should normally be sufficient for an individual to qualify in a position, but if additional assignments are needed, an Evaluation Record can be copied and attached to the PTB.

Complete These Items at the Start of the Evaluation Period:

- ***Evaluator's Name:*** Evaluator enters name here (Print).
- ***Position title:*** Enter the evaluator's incident support position title.
- ***Evaluator's office address and phone:*** Self-explanatory.
- ***Record Number:*** The Record Number listed in the upper left corner of the Evaluation Record identifies the evaluator of a particular incident. This number should be placed in the column labeled "Record #" in the PTB for each task performed satisfactorily. This number will enable reviewers of the completed PTB to tie the tasks to the evaluator at a specific incident.
- ***Evaluation Assignment:*** Identify the incident/disaster/exercise by name, number, and location or if the evaluation opportunity is steady-state operations.
- ***Disaster Complexity Level (if applicable):*** If the record is for a disaster, enter the Disaster Complexity Level (I, II, or III).

Complete These Items at the End of the Evaluation Period:

- ***Duration:*** Enter inclusive dates during which the trainee was evaluated.
- ***Recommendation:*** Check as appropriate and make comments regarding the future needs for development of this trainee as appropriate.
- ***Date:*** List the date the record is being completed.
- ***Evaluator's initials:*** Initial here to authenticate your recommendations and to allow for comparison with initials in the PTB.
- ***Evaluator's Qualification:*** List your qualification that validates your authority to evaluate and approve successful performance of tasks by the trainee.

Evaluation Record

 TRAINEE NAME

 TRAINEE POSITION

Record #1	Evaluator's name (Print): _____ Position title: _____	
Evaluator's office address & phone: _____		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above-named trainee. I recommend the following for further development of this trainee. _____ The individual has successfully performed all tasks for the position and should be considered for certification. _____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. _____ The individual is deficient in the performance of tasks identified below and needs further training prior to additional assignment(s) as a trainee. Deficiencies noted (List Competency and Task #): _____ Date: _____ Evaluator's initials: _____ Evaluator's qualification: _____		

Record #2	Evaluator's name (Print): _____ Position title: _____	
Evaluator's office address & phone: _____		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above-named trainee. I recommend the following for further development of this trainee. _____ The individual has successfully performed all tasks for the position and should be considered for certification. _____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. _____ The individual is deficient in the performance of tasks identified below and needs further training prior to additional assignment(s) as a trainee. Deficiencies noted (List Competency and Task #): _____ Date: _____ Evaluator's initials: _____ Evaluator's qualification: _____		

Evaluation Record

 TRAINEE NAME

 TRAINEE POSITION

Record #3	Evaluator's name (Print): _____ Position title: _____	
Evaluator's office address & phone: _____		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above-named trainee. I recommend the following for further development of this trainee. _____ The individual has successfully performed all tasks for the position and should be considered for certification. _____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. _____ The individual is deficient in the performance of tasks identified below and needs further training prior to additional assignment(s) as a trainee. Deficiencies noted (List Competency and Task #): _____ Date: _____ Evaluator's initials: _____ Evaluator's qualification: _____		

Record #4	Evaluator's name (Print): _____ Position title: _____	
Evaluator's office address & phone: _____		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above-named trainee. I recommend the following for further development of this trainee. _____ The individual has successfully performed all tasks for the position and should be considered for certification. _____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. _____ The individual is deficient in the performance of tasks identified below and needs further training prior to additional assignment(s) as a trainee. Deficiencies noted (List Competency and Task #): _____ Date: _____ Evaluator's initials: _____ Evaluator's qualification: _____		

FINAL EVALUATOR & CERTIFYING OFFICIAL

Do **NOT** complete this unless you are recommending the trainee for certification

Verification/Certification of Completed Position Task Book for the Position of

Final Evaluator's Verification

I verify that _____ has successfully performed all required tasks as a trainee which are documented with appropriate initials in this PTB and should therefore be considered for certification in this position.

Final Evaluator's Signature and Date

Final Evaluator's Printed Name, Title, HQ/Region, and Phone Number

Agency Certification

I certify that _____ has met all requirements for qualification in this position.

Official's Signature and Date

Official's Printed Name, Title, HQ/Region, and Phone Number



FEMA

FEMA INCIDENT SUPPORT POSITION TASK BOOK

N76 Utilities Unit Leader

POSITION TASK BOOK (PTB) ASSIGNED TO:

Individual's Name, HQ/Region

POSITION TASK BOOK (PTB) INITIATED BY:

Official's Name, Title, HQ/Region

Date PTB Initiated

FEMA has developed Position Task Books (PTBs) based on the FEMA doctrine and the National Incident Support Manual (NISM). The material contained in this book accurately defines the performance expected of the position(s) for which it was developed. This task book is approved for use as a position qualification document in accordance with the instructions contained herein.

INTRODUCTION

Each PTB lists the competencies, behaviors, and tasks required for successful performance in specific positions. Trainees must be observed completing all tasks and show knowledge and competency in their performance during the completion of the PTB.

For PTBs that contain multiple positions, the trainee must be observed completing all tasks in the first section, which contains tasks common to all of the positions within that PTB, and all of the tasks in the section of the PTB which contains tasks specific to the position for which the trainee is attempting to qualify.

Trainees are evaluated during this process by qualified evaluators, and the trainee's performance is documented in the PTB for each task by the evaluator's initials and date of completion. An Evaluation Record will be completed by all evaluators documenting the trainee's progress after each evaluation opportunity.

Successful performance of all tasks, as observed and recorded by an evaluator, is required prior to a recommendation that the trainee be certified as qualified in the position. Evaluation and confirmation of the trainee's performance of all tasks may involve more than one evaluator and can occur during events, such as disasters, emergency declarations, special events, and exercises. It is important that all tasks be critically evaluated and recorded by each evaluator.

ISSUING AUTHORITY

This PTB has been issued by the certifying official. Issuance by the certifying official indicates that the trainee has the required prerequisites for this PTB to be initiated. The issuance section of the PTB (i.e., the official's signature on the cover page) documents the initiation of the PTB and that the trainee meets the required prerequisites. It is the discretion of the certifying official as to whether or not to issue a PTB.

DEFINITIONS

- **Competency:** A general description of the abilities needed to successfully fill a particular role. They encompass the knowledge, skills, and abilities that contribute to an individual being able to fulfill their responsibilities. A competency forms the basis for position specific training, position task books, job aids, and other performance-based documents.
- **Behavior:** A description of actions through which a competency is demonstrated, and can provide a means of assessing whether or not an individual is proficient in that competency.
- **Task:** A specific description of a specific action an individual may perform to be successful in carrying out their position responsibilities. Tasks within the PTB are numbered sequentially; however, the numbering does NOT indicate the order in which the tasks need to be performed or evaluated.

RESPONSIBILITIES

1. Certifying Official is responsible for:

- Identifying trainees based on agency requirements and strategic goals.
- Issuing the Position Task Book and ensuring that the trainee meets all required prerequisites.
- Providing opportunities for evaluation and/or making trainees available for evaluation.
- Explaining to the trainee the purpose and process of the PTB as well as the trainee's responsibilities.
- Tracking progress of the trainee.
- Confirming PTB completion.
- Certifying the trainee for those positions falling within their certification authority.
- Recommending certification of the trainee for those positions not falling within their certification authority.

2. The Trainee is responsible for:

- Reviewing instructions in the PTB.
- Providing the evaluator with background information pertinent to the position.
- Satisfactorily completing all tasks within 3 years from the date of the first task being evaluated.
- Provide a copy of the completed PTB to the certifying official for review and initiation of the certification process.
- Retaining the original PTB in personal record.

3. The Evaluator is responsible for:

- Being qualified in the position being evaluated.
- Meeting with the trainee and determining past experience, current qualifications, and desired objectives and goals.
- Reviewing tasks with the trainee.
- Explaining to the trainee the purpose and processes of the PTB, as well as the trainee's responsibilities.
- Accurately evaluating and recording demonstrated performance of tasks; initialing and dating completion of the tasks shall document satisfactory performance.
- Documenting unsatisfactory performance in the Evaluation Record.
- Completing the Evaluation Record.

4. The Final Evaluator is the evaluator of the trainee when the final tasks in the PTB are completed. If only one evaluator signs off on all of the tasks in the PTB, then that individual is also the final evaluator. This individual will ensure that all tasks have been initialed and is responsible for:

- Signing the Final Evaluator's Verification Statement when all tasks have been initialed by an evaluator.

5. A Certifying Authority is the FEMA official who has direct reporting responsibility to the FEMA Administrator and has authority to certify FEMA personnel as qualified in identified positions. He/she is responsible for:

- Certifying on the PTB that the trainee has completed all requirements for the position.
- After certification, return the PTB to the individual for their personal records.

TASKS TO PERFORM

<p>Competency 2: Exhibits Leadership Influences, guides, and directs assigned personnel to accomplish objectives and desired outcomes in a rapidly changing, high-risk environment.</p>		
<p>Behavior 2.2: Assesses the situation and adapts one’s understanding based on varying perspectives</p>		
Task	Record #	Evaluator Initials
2.2.1 Recognize that differing perspectives on problems offer opportunities to develop and implement value added solutions		
Comments:		
2.2.2 Accurately compile a common operating picture from multiple sources of data		
Comments:		
<p>Behavior 2.3: Leads and supports assigned personnel</p>		
Task	Record #	Evaluator Initials
2.3.1 Establish work assignments based on operational objectives and capabilities of assigned personnel		
Comments:		
2.3.2 Provide clear direction and ensure assigned personnel understands assignments		
Comments:		
2.3.3 Set clear, measurable, and attainable performance expectations		
Comments:		

2.3.4 Monitor performance and provide feedback		
Comments:		
2.3.5 Ensure assigned personnel understand role in organization		
Comments:		
2.3.6 Foster unity of purpose for the larger mission among assigned personnel		
Comments:		
2.3.7 Build loyalty among assigned personnel by demonstrating respect and commitment		
Comments:		
2.3.8 Provide support and encouragement to assigned personnel seeking to grow in their own leadership capabilities		
Comments:		
2.3.9 Ensure access to necessary training for all assigned personnel		
Comments:		
Behavior 2.5: Creates a collaborative environment across functional areas/external stakeholders		
Task	Record #	Evaluator Initials
2.5.1 Acknowledge and encourage stakeholders in their efforts to build shared solutions		
Comments:		

2.5.2 Assign staff to attend meetings, conference calls, and briefings, as necessary		
Comments:		
2.5.3 Meet with supervisor to receive the leader’s intent		
Comments:		
Competency 3: Collaborates Effectively Promotes collaboration and works well with others to effectively accomplish the mission.		
Behavior 3.2: Enables cooperative and productive group interactions		
Task	Record #	Evaluator Initials
3.2.1 Develop standards for acceptable group behaviors and types of communication (e.g., arrive on time, respect diverse points of view, no judging during creative problem-solving)		
Comments:		
3.2.2 Act as a mediator when required		
Comments:		
3.2.3 Confirm with supervisor the Operational Tempo for reports and briefings for the shift		
Comments:		

<p>Competency 4: Communicates Effectively Expresses information in written and verbal formats to individuals and groups effectively, taking into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately.</p>		
<p>Behavior 4.2: Delivers clear, concise, complete, and correct written products tailored to target audience</p>		
Task	Record #	Evaluator Initials
4.2.1 Provide a situation report to the Facility Support Group Supervisor		
<p>Comments:</p>		
<p>Competency 5: Fulfills Position Responsibilities Successfully assumes assigned role and fulfills responsibilities at the appropriate time, performing assigned tasks with a high level of competence.</p>		
<p>Behavior 5.1: Complies with policies and procedures</p>		
Task	Record #	Evaluator Initials
5.1.1 Ensure documents are compiled and archived for historical purposes		
<p>Comments:</p>		
5.1.2 Review guidance documentation pertinent to job functions and operational areas, including Position Task Books and job guides		
<p>Comments:</p>		
5.1.3 Review the appropriate plan to determine initial actions, coordination and information requirements		
<p>Comments:</p>		

5.1.4 Ensure all assigned personnel’s timesheets are accurate and complete		
Comments:		
Behavior 5.2: Ensures safety, welfare, and accountability of NRCS/RRCS		
Task	Record #	Evaluator Initials
5.2.1 Ensure that all power, lighting, heating and/or air conditioning systems are operational and adequate		
Comments:		
Behavior 5.5: Makes timely, informed recommendations and decisions that consider facts, objectives, constraints, risks, and differing perspectives		
Task	Record #	Evaluator Initials
5.5.1 Provide solutions to any changing requirements during incident support activities		
Comments:		
Behavior 5.7: Manages and tracks resources effectively		
Task	Record #	Evaluator Initials
5.7.1 Ensure staffing levels are adequate to meet supervisor’s direction		
Comments:		

Behavior 5.9: Plans for and completes the demobilization/transition process		
Task	Record #	Evaluator Initials
5.9.1 Close out or transfer pending actions to the appropriate party and report them to the Group Supervisor		
Comments:		
5.9.2 Notify working contacts when the Group closes		
Comments:		
5.9.3 Ensure all appropriate incident information is transmitted to the Regional Response Coordination Center or Joint Field Office		
Comments:		

DRAFT

INSTRUCTIONS FOR COMPLETING THE EVALUATION RECORD

- There are four separate Evaluation Records available for use, if necessary, each of which correspond to an assignment (see forms that follow).
- It is not necessary for a trainee to complete four assignments; however, four should normally be sufficient for an individual to qualify in a position, but if additional assignments are needed, an Evaluation Record can be copied and attached to the PTB.

Complete These Items at the Start of the Evaluation Period:

- ***Evaluator's Name:*** Evaluator enters name here (Print).
- ***Position title:*** Enter the evaluator's incident support position title.
- ***Evaluator's office address and phone:*** Self-explanatory.
- ***Record Number:*** The Record Number listed in the upper left corner of the Evaluation Record identifies the evaluator of a particular incident. This number should be placed in the column labeled "Record #" in the PTB for each task performed satisfactorily. This number will enable reviewers of the completed PTB to tie the tasks to the evaluator at a specific incident.
- ***Evaluation Assignment:*** Identify the incident/disaster/exercise by name, number, and location or if the evaluation opportunity is steady-state operations.
- ***Disaster Complexity Level (if applicable):*** If the record is for a disaster, enter the Disaster Complexity Level (I, II, or III).

Complete These Items at the End of the Evaluation Period:

- ***Duration:*** Enter inclusive dates during which the trainee was evaluated.
- ***Recommendation:*** Check as appropriate and make comments regarding the future needs for development of this trainee as appropriate.
- ***Date:*** List the date the record is being completed.
- ***Evaluator's initials:*** Initial here to authenticate your recommendations and to allow for comparison with initials in the PTB.
- ***Evaluator's Qualification:*** List your qualification that validates your authority to evaluate and approve successful performance of tasks by the trainee.

Evaluation Record

 TRAINEE NAME

 TRAINEE POSITION

Record #1	Evaluator's name (Print): _____ Position title: _____	
Evaluator's office address & phone: _____		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above-named trainee. I recommend the following for further development of this trainee. _____ The individual has successfully performed all tasks for the position and should be considered for certification. _____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. _____ The individual is deficient in the performance of tasks identified below and needs further training prior to additional assignment(s) as a trainee. Deficiencies noted (List Competency and Task #): _____ Date: _____ Evaluator's initials: _____ Evaluator's qualification: _____		

Record #2	Evaluator's name (Print): _____ Position title: _____	
Evaluator's office address & phone: _____		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above-named trainee. I recommend the following for further development of this trainee. _____ The individual has successfully performed all tasks for the position and should be considered for certification. _____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. _____ The individual is deficient in the performance of tasks identified below and needs further training prior to additional assignment(s) as a trainee. Deficiencies noted (List Competency and Task #): _____ Date: _____ Evaluator's initials: _____ Evaluator's qualification: _____		

Evaluation Record

 TRAINEE NAME

 TRAINEE POSITION

Record #3	Evaluator's name (Print): _____ Position title: _____	
Evaluator's office address & phone: _____		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above-named trainee. I recommend the following for further development of this trainee. _____ The individual has successfully performed all tasks for the position and should be considered for certification. _____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. _____ The individual is deficient in the performance of tasks identified below and needs further training prior to additional assignment(s) as a trainee. Deficiencies noted (List Competency and Task #): _____ Date: _____ Evaluator's initials: _____ Evaluator's qualification: _____		

Record #4	Evaluator's name (Print): _____ Position title: _____	
Evaluator's office address & phone: _____		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above-named trainee. I recommend the following for further development of this trainee. _____ The individual has successfully performed all tasks for the position and should be considered for certification. _____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. _____ The individual is deficient in the performance of tasks identified below and needs further training prior to additional assignment(s) as a trainee. Deficiencies noted (List Competency and Task #): _____ Date: _____ Evaluator's initials: _____ Evaluator's qualification: _____		

FINAL EVALUATOR & CERTIFYING OFFICIAL

Do **NOT** complete this unless you are recommending the trainee for certification

Verification/Certification of Completed Position Task Book for the Position of

Final Evaluator's Verification

I verify that _____ has successfully performed all required tasks as a trainee which are documented with appropriate initials in this PTB and should therefore be considered for certification in this position.

Final Evaluator's Signature and Date

Final Evaluator's Printed Name, Title, HQ/Region, and Phone Number

Agency Certification

I certify that _____ has met all requirements for qualification in this position.

Official's Signature and Date

Official's Printed Name, Title, HQ/Region, and Phone Number



FEMA

FEMA INCIDENT SUPPORT POSITION TASK BOOK

N77 Utilities Specialist

POSITION TASK BOOK (PTB) ASSIGNED TO:

Individual's Name, HQ/Region

POSITION TASK BOOK (PTB) INITIATED BY:

Official's Name, Title, HQ/Region

Date PTB Initiated

FEMA has developed Position Task Books (PTBs) based on the FEMA doctrine and the National Incident Support Manual (NISM). The material contained in this book accurately defines the performance expected of the position(s) for which it was developed. This task book is approved for use as a position qualification document in accordance with the instructions contained herein.

INTRODUCTION

Each PTB lists the competencies, behaviors, and tasks required for successful performance in specific positions. Trainees must be observed completing all tasks and show knowledge and competency in their performance during the completion of the PTB.

For PTBs that contain multiple positions, the trainee must be observed completing all tasks in the first section, which contains tasks common to all of the positions within that PTB, and all of the tasks in the section of the PTB which contains tasks specific to the position for which the trainee is attempting to qualify.

Trainees are evaluated during this process by qualified evaluators, and the trainee's performance is documented in the PTB for each task by the evaluator's initials and date of completion. An Evaluation Record will be completed by all evaluators documenting the trainee's progress after each evaluation opportunity.

Successful performance of all tasks, as observed and recorded by an evaluator, is required prior to a recommendation that the trainee be certified as qualified in the position. Evaluation and confirmation of the trainee's performance of all tasks may involve more than one evaluator and can occur during events, such as disasters, emergency declarations, special events, and exercises. It is important that all tasks be critically evaluated and recorded by each evaluator.

ISSUING AUTHORITY

This PTB has been issued by the certifying official. Issuance by the certifying official indicates that the trainee has the required prerequisites for this PTB to be initiated. The issuance section of the PTB (i.e., the official's signature on the cover page) documents the initiation of the PTB and that the trainee meets the required prerequisites. It is the discretion of the certifying official as to whether or not to issue a PTB.

DEFINITIONS

- **Competency:** A general description of the abilities needed to successfully fill a particular role. They encompass the knowledge, skills, and abilities that contribute to an individual being able to fulfill their responsibilities. A competency forms the basis for position specific training, position task books, job aids, and other performance-based documents.
- **Behavior:** A description of actions through which a competency is demonstrated, and can provide a means of assessing whether or not an individual is proficient in that competency.
- **Task:** A specific description of a specific action an individual may perform to be successful in carrying out their position responsibilities. Tasks within the PTB are numbered sequentially; however, the numbering does NOT indicate the order in which the tasks need to be performed or evaluated.

RESPONSIBILITIES

1. Certifying Official is responsible for:

- Identifying trainees based on agency requirements and strategic goals.
- Issuing the Position Task Book and ensuring that the trainee meets all required prerequisites.
- Providing opportunities for evaluation and/or making trainees available for evaluation.
- Explaining to the trainee the purpose and process of the PTB as well as the trainee's responsibilities.
- Tracking progress of the trainee.
- Confirming PTB completion.
- Certifying the trainee for those positions falling within their certification authority.
- Recommending certification of the trainee for those positions not falling within their certification authority.

2. The Trainee is responsible for:

- Reviewing instructions in the PTB.
- Providing the evaluator with background information pertinent to the position.
- Satisfactorily completing all tasks within 3 years from the date of the first task being evaluated.
- Provide a copy of the completed PTB to the certifying official for review and initiation of the certification process.
- Retaining the original PTB in personal record.

3. The Evaluator is responsible for:

- Being qualified in the position being evaluated.
- Meeting with the trainee and determining past experience, current qualifications, and desired objectives and goals.
- Reviewing tasks with the trainee.
- Explaining to the trainee the purpose and processes of the PTB, as well as the trainee's responsibilities.
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- Documenting unsatisfactory performance in the Evaluation Record.
- Completing the Evaluation Record.

4. The Final Evaluator is the evaluator of the trainee when the final tasks in the PTB are completed. If only one evaluator signs off on all of the tasks in the PTB, then that individual is also the final evaluator. This individual will ensure that all tasks have been initialed and is responsible for:

- Signing the Final Evaluator's Verification Statement when all tasks have been initialed by an evaluator.

5. A Certifying Authority is the FEMA official who has direct reporting responsibility to the FEMA Administrator and has authority to certify FEMA personnel as qualified in identified positions. He/she is responsible for:

- Certifying on the PTB that the trainee has completed all requirements for the position.
- After certification, return the PTB to the individual for their personal records.

TASKS TO PERFORM

<p>Competency 1: Reflect FEMA Values Consistently demonstrates compassion, fairness, integrity, and respect in all actions with both internal and external stakeholders.</p>		
<p>Behavior 1.1: Employs the concepts and principles found in the FEMA Doctrine</p>		
Task	Record #	Evaluator Initials
1.1.1 Understand role in the organization		
<p>Comments:</p>		
1.1.2 Support unity of purpose for the larger mission		
<p>Comments:</p>		
<p>Behavior 1.2: Demonstrates compassion, fairness, integrity, and respect in interactions with all stakeholders</p>		
Task	Record #	Evaluator Initials
1.2.1 Demonstrate patience and understanding when supporting the efforts of all stakeholders		
<p>Comments:</p>		
1.2.2 Demonstrate cultural sensitivity and diversity awareness with teammates and stakeholders		
<p>Comments:</p>		
1.2.3 Strive to achieve principled, well-reasoned, and just outcomes		
<p>Comments:</p>		

1.2.4 Comply with all ethics-based principles and standards of conduct		
Comments:		
1.2.5 Maintain confidentiality where required		
Comments:		
Competency 2: Exhibits Leadership		
Influences, guides, and directs assigned personnel to accomplish objectives and desired outcomes in a rapidly changing, high-risk environment.		
Behavior 2.1: Leads self		
Task	Record #	Evaluator Initials
2.1.1 Offer assistance to others based upon self-recognized strengths		
Comments:		
2.1.2 Take steps to improve self-recognized weaknesses		
Comments:		
2.1.3 Accept constructive criticism and implement suggested performance improvements		
Comments:		
2.1.4 Seek responsibility and accept responsibility for actions		
Comments:		
2.1.5 Demonstrate emotional self-regulation in interactions with others		
Comments:		

2.1.6 Demonstrate self-motivation completing assigned tasks on time and with minimal supervision		
Comments:		
2.1.7 Display optimism and persistence when faced with challenging circumstances		
Comments:		
2.1.8 Demonstrate calm during high pressure situations in order to influence others into constructive action		
Comments:		
2.1.9 Use a combination of pre-existing best practices and creative thinking to quickly solve complex problems in high pressure situations		
Comments:		
2.1.10 Seek assistance from others when personally-accessible information sources have been exhausted		
Comments:		
Behavior 2.2: Assesses the situation and adapts one’s understanding based on varying perspectives		
Task	Record #	Evaluator Initials
2.2.1 Distinguish between relevant and extraneous data points		
Comments:		

2.2.2 Recognize that one’s perspective is subjective and does not represent all possible viewpoints		
Comments:		
Behavior 2.4: Maintains a positive relationship with supervisor		
Task	Record #	Evaluator Initials
2.4.1 Communicate limitations to supervisor and promise only what can be delivered		
Comments:		
2.4.2 Provide supervisor ground truth in a timely manner		
Comments:		
2.4.3 Keep supervisor apprised of potential issues or problems		
Comments:		
2.4.4 Fulfill all commitments made to peers, co-workers, and supervisor		
Comments:		
2.4.5 Ascertain and work within your supervisor’s leadership style to meet the mission objectives		
Comments:		
2.4.6 Notify supervisor when assignments are complete		
Comments:		

2.4.7 Meet with supervisor to determine incident status and immediate requirements		
Comments:		
2.4.8 Obtain and review work assignments with supervisor		
Comments:		
2.4.9 Obtain and review performance expectations from supervisor		
Comments:		
Behavior 2.5: Creates a collaborative environment across functional areas/external stakeholders		
Task	Record #	Evaluator Initials
2.5.1 Coordinate interdependent activities with appropriate stakeholders to fulfill position responsibilities		
Comments:		
2.5.2 Establish and maintain open lines of communication with all relevant stakeholders		
Comments:		
2.5.3 Share information with all relevant stakeholders to accomplish assignments		
Comments:		
2.5.4 Attend meetings, conference calls, and briefings, as directed		
Comments:		

Competency 3: Collaborates Effectively		
Promotes collaboration and works well with others to effectively accomplish the mission.		
Behavior 3.1: Maintains working relationships		
Task	Record #	Evaluator Initials
3.1.1 Build sustainable networks		
Comments:		
3.1.2 Manage relationships effectively		
Comments:		
3.1.3 Seek common ground in interactions with others		
Comments:		
Behavior 3.2: Enables cooperative and productive group interactions		
Task	Record #	Evaluator Initials
3.2.1 Maintain positive attitude		
Comments:		
3.2.2 Contribute to group discussions		
Comments:		
3.2.3 Work together with other team members to solve problems		
Comments:		

3.2.4 Share information with other team members		
Comments:		
3.2.5 Engage in brainstorming		
Comments:		
3.2.6 Help execute potential solutions		
Comments:		
3.2.7 Develop a common understanding of the group's scope of work and authority		
Comments:		
Competency 4: Communicates Effectively Expresses information in written and verbal formats to individuals and groups effectively, taking into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately.		
Behavior 4.1: Delivers clear, concise, complete, and correct verbal communication tailored to target audience		
Task	Record #	Evaluator Initials
4.1.1 Engage in speaking opportunities as appropriate		
Comments:		
4.1.2 Speak using plain language		
Comments:		
4.1.3 Tailor delivery methods to specific audiences		
Comments:		

Behavior 4.2: Delivers clear, concise, complete, and correct written products tailored to target audience		
Task	Record #	Evaluator Initials
4.2.1 Prepare all correspondence using plain language		
Comments:		
4.2.2 Edit documents to limit grammatical mistakes		
Comments:		
4.2.3 Deliver written products in time required		
Comments:		
Behavior 4.3: Engages in effective interaction in a group setting		
Task	Record #	Evaluator Initials
4.3.1 Engage in active listening (Listen without interruption when others are speaking; Interpret and respond appropriately to nonverbal communication of others; Make eye contact with speaker, when in person; Adjust body posture to be facing the speaker and slightly leaning in; Use paraphrasing or clarifying questions to confirm that the message has been received and understood)		
Comments:		
4.3.2 Respond appropriately to others		
Comments:		

Competency 5: Fulfills Position Responsibilities		
Successfully assumes assigned role and fulfills responsibilities at the appropriate time, performing assigned tasks with a high level of competence.		
Behavior 5.1: Complies with policies and procedures		
Task	Record #	Evaluator Initials
5.1.1 Sign in to and out of the incident at the beginning and end of the incident with ADD		
Comments:		
5.1.2 Sign in and out on staff roster at beginning and end of shift		
Comments:		
5.1.3 Sign in on computer systems at the beginning of every shift		
Comments:		
5.1.4 Compile and archive documentation for historical purposes		
Comments:		
5.1.5 Brief replacement at each shift change for continuity of operations		
Comments:		
5.1.6 Complete timesheet and have signed by supervisor		
Comments:		

Behavior 5.2: Ensures safety, welfare, and accountability of NRCS		
Task	Record #	Evaluator Initials
5.2.1 Take actions to preserve safety and welfare of NRCS personnel		
Comments:		
Behavior 5.3: Gathers, organizes, and conveys information		
Task	Record #	Evaluator Initials
5.3.1 Monitor environmental conditions for fluctuations		
Comments:		
Behavior 5.5: Makes timely, informed recommendations and decisions that consider facts, objectives, constraints, risks, and differing perspectives		
Task	Record #	Evaluator Initials
5.5.1 Implement solutions to any changing requirements during incident support activities		
Comments:		
Behavior 5.7: Manages and tracks resources effectively		
Task	Record #	Evaluator Initials
5.7.1 Provide operational support to maintain proper levels of power, lighting, heating and/or air conditioning		
Comments:		

Behavior 5.9: Plans for and completes the demobilization/transition process		
Task	Record #	Evaluator Initials
5.9.1 Provide after-action information to supervisor		
Comments:		

DRAFT

INSTRUCTIONS FOR COMPLETING THE EVALUATION RECORD

- There are four separate Evaluation Records available for use, if necessary, each of which correspond to an assignment (see forms that follow).
- It is not necessary for a trainee to complete four assignments; however, four should normally be sufficient for an individual to qualify in a position, but if additional assignments are needed, an Evaluation Record can be copied and attached to the PTB.

Complete These Items at the Start of the Evaluation Period:

- ***Evaluator's Name:*** Evaluator enters name here (Print).
- ***Position title:*** Enter the evaluator's incident support position title.
- ***Evaluator's office address and phone:*** Self-explanatory.
- ***Record Number:*** The Record Number listed in the upper left corner of the Evaluation Record identifies the evaluator of a particular incident. This number should be placed in the column labeled "Record #" in the PTB for each task performed satisfactorily. This number will enable reviewers of the completed PTB to tie the tasks to the evaluator at a specific incident.
- ***Evaluation Assignment:*** Identify the incident/disaster/exercise by name, number, and location or if the evaluation opportunity is steady-state operations.
- ***Disaster Complexity Level (if applicable):*** If the record is for a disaster, enter the Disaster Complexity Level (I, II, or III).

Complete These Items at the End of the Evaluation Period:

- ***Duration:*** Enter inclusive dates during which the trainee was evaluated.
- ***Recommendation:*** Check as appropriate and make comments regarding the future needs for development of this trainee as appropriate.
- ***Date:*** List the date the record is being completed.
- ***Evaluator's initials:*** Initial here to authenticate your recommendations and to allow for comparison with initials in the PTB.
- ***Evaluator's Qualification:*** List your qualification that validates your authority to evaluate and approve successful performance of tasks by the trainee.

Evaluation Record

 TRAINEE NAME

 TRAINEE POSITION

Record #1	Evaluator's name (Print): _____ Position title: _____	
Evaluator's office address & phone: _____		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above-named trainee. I recommend the following for further development of this trainee. _____ The individual has successfully performed all tasks for the position and should be considered for certification. _____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. _____ The individual is deficient in the performance of tasks identified below and needs further training prior to additional assignment(s) as a trainee. Deficiencies noted (List Competency and Task #): _____ Date: _____ Evaluator's initials: _____ Evaluator's qualification: _____		

Record #2	Evaluator's name (Print): _____ Position title: _____	
Evaluator's office address & phone: _____		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above-named trainee. I recommend the following for further development of this trainee. _____ The individual has successfully performed all tasks for the position and should be considered for certification. _____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. _____ The individual is deficient in the performance of tasks identified below and needs further training prior to additional assignment(s) as a trainee. Deficiencies noted (List Competency and Task #): _____ Date: _____ Evaluator's initials: _____ Evaluator's qualification: _____		

Evaluation Record

 TRAINEE NAME

 TRAINEE POSITION

Record #3	Evaluator's name (Print): _____ Position title: _____	
Evaluator's office address & phone: _____		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above-named trainee. I recommend the following for further development of this trainee. _____ The individual has successfully performed all tasks for the position and should be considered for certification. _____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. _____ The individual is deficient in the performance of tasks identified below and needs further training prior to additional assignment(s) as a trainee. Deficiencies noted (List Competency and Task #): _____ Date: _____ Evaluator's initials: _____ Evaluator's qualification: _____		

Record #4	Evaluator's name (Print): _____ Position title: _____	
Evaluator's office address & phone: _____		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above-named trainee. I recommend the following for further development of this trainee. _____ The individual has successfully performed all tasks for the position and should be considered for certification. _____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. _____ The individual is deficient in the performance of tasks identified below and needs further training prior to additional assignment(s) as a trainee. Deficiencies noted (List Competency and Task #): _____ Date: _____ Evaluator's initials: _____ Evaluator's qualification: _____		

FINAL EVALUATOR & CERTIFYING OFFICIAL

Do **NOT** complete this unless you are recommending the trainee for certification

Verification/Certification of Completed Position Task Book for the Position of

Final Evaluator's Verification

I verify that _____ has successfully performed all required tasks as a trainee which are documented with appropriate initials in this PTB and should therefore be considered for certification in this position.

Final Evaluator's Signature and Date

Final Evaluator's Printed Name, Title, HQ/Region, and Phone Number

Agency Certification

I certify that _____ has met all requirements for qualification in this position.

Official's Signature and Date

Official's Printed Name, Title, HQ/Region, and Phone Number



FEMA

FEMA INCIDENT SUPPORT POSITION TASK BOOK

N78 Administrative Specialist

POSITION TASK BOOK (PTB) ASSIGNED TO:

Individual's Name, HQ/Region

POSITION TASK BOOK (PTB) INITIATED BY:

Official's Name, Title, HQ/Region

Date PTB Initiated

FEMA has developed Position Task Books (PTBs) based on the FEMA doctrine and the National Incident Support Manual (NISM). The material contained in this book accurately defines the performance expected of the position(s) for which it was developed. This task book is approved for use as a position qualification document in accordance with the instructions contained herein.

INTRODUCTION

Each PTB lists the competencies, behaviors, and tasks required for successful performance in specific positions. Trainees must be observed completing all tasks and show knowledge and competency in their performance during the completion of the PTB.

For PTBs that contain multiple positions, the trainee must be observed completing all tasks in the first section, which contains tasks common to all of the positions within that PTB, and all of the tasks in the section of the PTB which contains tasks specific to the position for which the trainee is attempting to qualify.

Trainees are evaluated during this process by qualified evaluators, and the trainee's performance is documented in the PTB for each task by the evaluator's initials and date of completion. An Evaluation Record will be completed by all evaluators documenting the trainee's progress after each evaluation opportunity.

Successful performance of all tasks, as observed and recorded by an evaluator, is required prior to a recommendation that the trainee be certified as qualified in the position. Evaluation and confirmation of the trainee's performance of all tasks may involve more than one evaluator and can occur during events, such as disasters, emergency declarations, special events, and exercises. It is important that all tasks be critically evaluated and recorded by each evaluator.

ISSUING AUTHORITY

This PTB has been issued by the certifying official. Issuance by the certifying official indicates that the trainee has the required prerequisites for this PTB to be initiated. The issuance section of the PTB (i.e., the official's signature on the cover page) documents the initiation of the PTB and that the trainee meets the required prerequisites. It is the discretion of the certifying official as to whether or not to issue a PTB.

DEFINITIONS

- **Competency:** A general description of the abilities needed to successfully fill a particular role. They encompass the knowledge, skills, and abilities that contribute to an individual being able to fulfill their responsibilities. A competency forms the basis for position specific training, position task books, job aids, and other performance-based documents.
- **Behavior:** A description of actions through which a competency is demonstrated, and can provide a means of assessing whether or not an individual is proficient in that competency.
- **Task:** A specific description of a specific action an individual may perform to be successful in carrying out their position responsibilities. Tasks within the PTB are numbered sequentially; however, the numbering does NOT indicate the order in which the tasks need to be performed or evaluated.

RESPONSIBILITIES

1. Certifying Official is responsible for:

- Identifying trainees based on agency requirements and strategic goals.
- Issuing the Position Task Book and ensuring that the trainee meets all required prerequisites.
- Providing opportunities for evaluation and/or making trainees available for evaluation.
- Explaining to the trainee the purpose and process of the PTB as well as the trainee's responsibilities.
- Tracking progress of the trainee.
- Confirming PTB completion.
- Certifying the trainee for those positions falling within their certification authority.
- Recommending certification of the trainee for those positions not falling within their certification authority.

2. The Trainee is responsible for:

- Reviewing instructions in the PTB.
- Providing the evaluator with background information pertinent to the position.
- Satisfactorily completing all tasks within 3 years from the date of the first task being evaluated.
- Provide a copy of the completed PTB to the certifying official for review and initiation of the certification process.
- Retaining the original PTB in personal record.

3. The Evaluator is responsible for:

- Being qualified in the position being evaluated.
- Meeting with the trainee and determining past experience, current qualifications, and desired objectives and goals.
- Reviewing tasks with the trainee.
- Explaining to the trainee the purpose and processes of the PTB, as well as the trainee's responsibilities.
- Accurately evaluating and recording demonstrated performance of tasks; initialing and dating completion of the tasks shall document satisfactory performance.
- Documenting unsatisfactory performance in the Evaluation Record.
- Completing the Evaluation Record.

4. The Final Evaluator is the evaluator of the trainee when the final tasks in the PTB are completed. If only one evaluator signs off on all of the tasks in the PTB, then that individual is also the final evaluator. This individual will ensure that all tasks have been initialed and is responsible for:

- Signing the Final Evaluator's Verification Statement when all tasks have been initialed by an evaluator.

5. A Certifying Authority is the FEMA official who has direct reporting responsibility to the FEMA Administrator and has authority to certify FEMA personnel as qualified in identified positions. He/she is responsible for:

- Certifying on the PTB that the trainee has completed all requirements for the position.
- After certification, return the PTB to the individual for their personal records.

TASKS TO PERFORM

Competency 1: Reflect FEMA Values		
Consistently demonstrates compassion, fairness, integrity, and respect in all actions with both internal and external stakeholders.		
Behavior 1.1: Employs the concepts and principles found in the FEMA Doctrine		
Task	Record #	Evaluator Initials
1.1.1 Understand role in the organization		
Comments:		
1.1.2 Support unity of purpose for the larger mission		
Comments:		
Behavior 1.2: Demonstrates compassion, fairness, integrity, and respect in interactions with all stakeholders		
Task	Record #	Evaluator Initials
1.2.1 Demonstrate patience and understanding when supporting the efforts of all stakeholders		
Comments:		
1.2.2 Demonstrate cultural sensitivity and diversity awareness with teammates and stakeholders		
Comments:		
1.2.3 Strive to achieve principled, well-reasoned, and just outcomes		
Comments:		

1.2.4 Comply with all ethics-based principles and standards of conduct		
Comments:		
1.2.5 Maintain confidentiality where required		
Comments:		
Competency 2: Exhibits Leadership		
Influences, guides, and directs assigned personnel to accomplish objectives and desired outcomes in a rapidly changing, high-risk environment.		
Behavior 2.1: Leads self		
Task	Record #	Evaluator Initials
2.1.1 Offer assistance to others based upon self-recognized strengths		
Comments:		
2.1.2 Take steps to improve self-recognized weaknesses		
Comments:		
2.1.3 Accept constructive criticism and implement suggested performance improvements		
Comments:		
2.1.4 Seek responsibility and accept responsibility for actions		
Comments:		
2.1.5 Demonstrate emotional self-regulation in interactions with others		
Comments:		

2.1.6 Demonstrate self-motivation completing assigned tasks on time and with minimal supervision		
Comments:		
2.1.7 Display optimism and persistence when faced with challenging circumstances		
Comments:		
2.1.8 Demonstrate calm during high pressure situations in order to influence others into constructive action		
Comments:		
2.1.9 Use a combination of pre-existing best practices and creative thinking to quickly solve complex problems in high pressure situations		
Comments:		
2.1.10 Seek assistance from others when personally-accessible information sources have been exhausted		
Comments:		
Behavior 2.2: Assesses the situation and adapts one’s understanding based on varying perspectives		
Task	Record #	Evaluator Initials
2.2.1 Distinguish between relevant and extraneous data points		
Comments:		

2.2.2 Recognize that one’s perspective is subjective and does not represent all possible viewpoints		
Comments:		
Behavior 2.4: Maintains a positive relationship with supervisor		
Task	Record #	Evaluator Initials
2.4.1 Communicate limitations to supervisor and promise only what can be delivered		
Comments:		
2.4.2 Provide supervisor ground truth in a timely manner		
Comments:		
2.4.3 Keep supervisor apprised of potential issues or problems		
Comments:		
2.4.4 Fulfill all commitments made to peers, co-workers, and supervisor		
Comments:		
2.4.5 Ascertain and work within your supervisor’s leadership style to meet the mission objectives		
Comments:		
2.4.6 Notify supervisor when assignments are complete		
Comments:		

2.4.7 Meet with supervisor to determine incident status and immediate requirements		
Comments:		
2.4.8 Obtain and review work assignments with supervisor		
Comments:		
2.4.9 Obtain and review performance expectations from supervisor		
Comments:		
Behavior 2.5: Creates a collaborative environment across functional areas/external stakeholders		
Task	Record #	Evaluator Initials
2.5.1 Coordinate interdependent activities with appropriate stakeholders to fulfill position responsibilities		
Comments:		
2.5.2 Establish and maintain open lines of communication with all relevant stakeholders		
Comments:		
2.5.3 Share information with all relevant stakeholders to accomplish assignments		
Comments:		
2.5.4 Attend meetings, conference calls, and briefings, as directed		
Comments:		

Competency 3: Collaborates Effectively		
Promotes collaboration and works well with others to effectively accomplish the mission.		
Behavior 3.1: Maintains working relationships		
Task	Record #	Evaluator Initials
3.1.1 Build sustainable networks		
Comments:		
3.1.2 Manage relationships effectively		
Comments:		
3.1.3 Seek common ground in interactions with others		
Comments:		
Behavior 3.2: Enables cooperative and productive group interactions		
Task	Record #	Evaluator Initials
3.2.1 Maintain positive attitude		
Comments:		
3.2.2 Contribute to group discussions		
Comments:		
3.2.3 Work together with other team members to solve problems		
Comments:		

3.2.4 Share information with other team members		
Comments:		
3.2.5 Engage in brainstorming		
Comments:		
3.2.6 Help execute potential solutions		
Comments:		
3.2.7 Develop a common understanding of the group's scope of work and authority		
Comments:		
3.2.8 Plan and schedule meetings and appointments		
Comments:		
Competency 4: Communicates Effectively Expresses information in written and verbal formats to individuals and groups effectively, taking into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately.		
Behavior 4.1: Delivers clear, concise, complete, and correct verbal communication tailored to target audience		
Task	Record #	Evaluator Initials
4.1.1 Engage in speaking opportunities as appropriate		
Comments:		
4.1.2 Speak using plain language		
Comments:		

4.1.3 Tailor delivery methods to specific audiences		
Comments:		
Behavior 4.2: Delivers clear, concise, complete, and correct written products tailored to target audience		
Task	Record #	Evaluator Initials
4.2.1 Prepare all correspondence using plain language		
Comments:		
4.2.2 Edit documents to limit grammatical mistakes		
Comments:		
4.2.3 Deliver written products in time required		
Comments:		
4.2.4 Provide spot reports to the Center and Staff Support Section Chief		
Comments:		
4.2.5 Take notes for the NRCS and senior staff meeting		
Comments:		

Behavior 4.3: Engages in effective interaction in a group setting		
Task	Record #	Evaluator Initials
4.3.1 Engage in active listening (Listen without interruption when others are speaking; Interpret and respond appropriately to nonverbal communication of others; Make eye contact with speaker, when in person; Adjust body posture to be facing the speaker and slightly leaning in; Use paraphrasing or clarifying questions to confirm that the message has been received and understood)		
Comments:		
4.3.2 Respond appropriately to others		
Comments:		
Competency 5: Fulfills Position Responsibilities		
Successfully assumes assigned role and fulfills responsibilities at the appropriate time, performing assigned tasks with a high level of competence.		
Behavior 5.1: Complies with policies and procedures		
Task	Record #	Evaluator Initials
5.1.1 Sign in to and out of the incident at the beginning and end of the incident with ADD		
Comments:		
5.1.2 Sign in and out on staff roster at beginning and end of shift		
Comments:		
5.1.3 Sign in on computer systems at the beginning of every shift		
Comments:		

5.1.4 Compile and archive documentation for historical purposes		
Comments:		
5.1.5 Brief replacement at each shift change for continuity of operations		
Comments:		
5.1.6 Complete timesheet and have signed by supervisor		
Comments:		
Behavior 5.2: Ensures safety, welfare, and accountability of NRCS		
Task	Record #	Evaluator Initials
5.2.1 Take actions to preserve safety and welfare of NRCS personnel		
Comments:		
Behavior 5.3: Gathers, organizes, and conveys information		
Task	Record #	Evaluator Initials
5.3.1 Relieve managers and supervisors of certain administrative matters by following up on issues, transmitting information, and keeping informed of pertinent matters		
Comments:		
5.3.2 Disseminate information through telephone, mail services, websites, and email		
Comments:		

5.3.3 Organize and maintain paper and electronic files		
Comments:		
5.3.4 Develop and maintain a current personnel contact roster, to include phone numbers and email addresses		
Comments:		
5.3.5 Perform research on specific issues and troubleshoot as required		
Comments:		
5.3.6 Perform administrative and clerical duties for the NRCS leadership		
Comments:		
Behavior 5.7: Manages and tracks resources effectively		
Task	Record #	Evaluator Initials
5.7.1 Provide supplies, equipment, and services		
Comments:		
Behavior 5.9: Plans for and completes the demobilization/transition process		
Task	Record #	Evaluator Initials
5.9.1 Provide after-action information to supervisor		
Comments:		

INSTRUCTIONS FOR COMPLETING THE EVALUATION RECORD

- There are four separate Evaluation Records available for use, if necessary, each of which correspond to an assignment (see forms that follow).
- It is not necessary for a trainee to complete four assignments; however, four should normally be sufficient for an individual to qualify in a position, but if additional assignments are needed, an Evaluation Record can be copied and attached to the PTB.

Complete These Items at the Start of the Evaluation Period:

- ***Evaluator's Name:*** Evaluator enters name here (Print).
- ***Position title:*** Enter the evaluator's incident support position title.
- ***Evaluator's office address and phone:*** Self-explanatory.
- ***Record Number:*** The Record Number listed in the upper left corner of the Evaluation Record identifies the evaluator of a particular incident. This number should be placed in the column labeled "Record #" in the PTB for each task performed satisfactorily. This number will enable reviewers of the completed PTB to tie the tasks to the evaluator at a specific incident.
- ***Evaluation Assignment:*** Identify the incident/disaster/exercise by name, number, and location or if the evaluation opportunity is steady-state operations.
- ***Disaster Complexity Level (if applicable):*** If the record is for a disaster, enter the Disaster Complexity Level (I, II, or III).

Complete These Items at the End of the Evaluation Period:

- ***Duration:*** Enter inclusive dates during which the trainee was evaluated.
- ***Recommendation:*** Check as appropriate and make comments regarding the future needs for development of this trainee as appropriate.
- ***Date:*** List the date the record is being completed.
- ***Evaluator's initials:*** Initial here to authenticate your recommendations and to allow for comparison with initials in the PTB.
- ***Evaluator's Qualification:*** List your qualification that validates your authority to evaluate and approve successful performance of tasks by the trainee.

Evaluation Record

 TRAINEE NAME

 TRAINEE POSITION

Record #1	Evaluator's name (Print): _____ Position title: _____	
Evaluator's office address & phone: _____		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above-named trainee. I recommend the following for further development of this trainee. _____ The individual has successfully performed all tasks for the position and should be considered for certification. _____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. _____ The individual is deficient in the performance of tasks identified below and needs further training prior to additional assignment(s) as a trainee. Deficiencies noted (List Competency and Task #): _____ Date: _____ Evaluator's initials: _____ Evaluator's qualification: _____		

Record #2	Evaluator's name (Print): _____ Position title: _____	
Evaluator's office address & phone: _____		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above-named trainee. I recommend the following for further development of this trainee. _____ The individual has successfully performed all tasks for the position and should be considered for certification. _____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. _____ The individual is deficient in the performance of tasks identified below and needs further training prior to additional assignment(s) as a trainee. Deficiencies noted (List Competency and Task #): _____ Date: _____ Evaluator's initials: _____ Evaluator's qualification: _____		

Evaluation Record

TRAINEE NAME

TRAINEE POSITION

Record #3	Evaluator's name (Print): Position title:	
Evaluator's office address & phone:		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
<p>The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above-named trainee. I recommend the following for further development of this trainee.</p> <p>_____ The individual has successfully performed all tasks for the position and should be considered for certification.</p> <p>_____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation.</p> <p>_____ The individual is deficient in the performance of tasks identified below and needs further training prior to additional assignment(s) as a trainee.</p> <p>Deficiencies noted (List Competency and Task #):</p> <p>Date: _____ Evaluator's initials: _____</p> <p>Evaluator's qualification: _____</p>		

Record #4	Evaluator's name (Print): Position title:	
Evaluator's office address & phone:		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
<p>The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above-named trainee. I recommend the following for further development of this trainee.</p> <p>_____ The individual has successfully performed all tasks for the position and should be considered for certification.</p> <p>_____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation.</p> <p>_____ The individual is deficient in the performance of tasks identified below and needs further training prior to additional assignment(s) as a trainee.</p> <p>Deficiencies noted (List Competency and Task #):</p> <p>Date: _____ Evaluator's initials: _____</p> <p>Evaluator's qualification: _____</p>		

FINAL EVALUATOR & CERTIFYING OFFICIAL

Do NOT complete this unless you are recommending the trainee for certification

Verification/Certification of Completed Position Task Book for the Position of

Final Evaluator's Verification

I verify that _____ has successfully performed all required tasks as a trainee which are documented with appropriate initials in this PTB and should therefore be considered for certification in this position.

Final Evaluator's Signature and Date

Final Evaluator's Printed Name, Title, HQ/Region, and Phone Number

Agency Certification

I certify that _____ has met all requirements for qualification in this position.

Official's Signature and Date

Official's Printed Name, Title, HQ/Region, and Phone Number



FEMA INCIDENT SUPPORT POSITION TASK BOOK

N79 Information Security Specialist

POSITION TASK BOOK (PTB) ASSIGNED TO:

Individual's Name, HQ/Region

POSITION TASK BOOK (PTB) INITIATED BY:

Official's Name, Title, HQ/Region

Date PTB Initiated

FEMA has developed Position Task Books (PTBs) based on the FEMA doctrine and the National Incident Support Manual (NISM). The material contained in this book accurately defines the performance expected of the position(s) for which it was developed. This task book is approved for use as a position qualification document in accordance with the instructions contained herein.

INTRODUCTION

Each PTB lists the competencies, behaviors, and tasks required for successful performance in specific positions. Trainees must be observed completing all tasks and show knowledge and competency in their performance during the completion of the PTB.

For PTBs that contain multiple positions, the trainee must be observed completing all tasks in the first section, which contains tasks common to all of the positions within that PTB, and all of the tasks in the section of the PTB which contains tasks specific to the position for which the trainee is attempting to qualify.

Trainees are evaluated during this process by qualified evaluators, and the trainee's performance is documented in the PTB for each task by the evaluator's initials and date of completion. An Evaluation Record will be completed by all evaluators documenting the trainee's progress after each evaluation opportunity.

Successful performance of all tasks, as observed and recorded by an evaluator, is required prior to a recommendation that the trainee be certified as qualified in the position. Evaluation and confirmation of the trainee's performance of all tasks may involve more than one evaluator and can occur during events, such as disasters, emergency declarations, special events, and exercises. It is important that all tasks be critically evaluated and recorded by each evaluator.

ISSUING AUTHORITY

This PTB has been issued by the certifying official. Issuance by the certifying official indicates that the trainee has the required prerequisites for this PTB to be initiated. The issuance section of the PTB (i.e., the official's signature on the cover page) documents the initiation of the PTB and that the trainee meets the required prerequisites. It is the discretion of the certifying official as to whether or not to issue a PTB.

DEFINITIONS

- **Competency:** A general description of the abilities needed to successfully fill a particular role. They encompass the knowledge, skills, and abilities that contribute to an individual being able to fulfill their responsibilities. A competency forms the basis for position specific training, position task books, job aids, and other performance-based documents.
- **Behavior:** A description of actions through which a competency is demonstrated, and can provide a means of assessing whether or not an individual is proficient in that competency.
- **Task:** A specific description of a specific action an individual may perform to be successful in carrying out their position responsibilities. Tasks within the PTB are numbered sequentially; however, the numbering does NOT indicate the order in which the tasks need to be performed or evaluated.

RESPONSIBILITIES

1. **Certifying Official** is responsible for:

- Identifying trainees based on agency requirements and strategic goals.
- Issuing the Position Task Book and ensuring that the trainee meets all required prerequisites.
- Providing opportunities for evaluation and/or making trainees available for evaluation.
- Explaining to the trainee the purpose and process of the PTB as well as the trainee's responsibilities.
- Tracking progress of the trainee.
- Confirming PTB completion.
- Certifying the trainee for those positions falling within their certification authority.
- Recommending certification of the trainee for those positions not falling within their certification authority.

2. **The Trainee** is responsible for:

- Reviewing instructions in the PTB.
- Providing the evaluator with background information pertinent to the position.
- Satisfactorily completing all tasks within 3 years from the date of the first task being evaluated.
- Provide a copy of the completed PTB to the certifying official for review and initiation of the certification process.
- Retaining the original PTB in personal record.

3. **The Evaluator** is responsible for:

- Being qualified in the position being evaluated.
- Meeting with the trainee and determining past experience, current qualifications, and desired objectives and goals.
- Reviewing tasks with the trainee.
- Explaining to the trainee the purpose and processes of the PTB, as well as the trainee's responsibilities.
- Accurately evaluating and recording demonstrated performance of tasks; initialing and dating completion of the tasks shall document satisfactory performance.
- Documenting unsatisfactory performance in the Evaluation Record.
- Completing the Evaluation Record.

4. **The Final Evaluator** is the evaluator of the trainee when the final tasks in the PTB are completed. If only one evaluator signs off on all of the tasks in the PTB, then that individual is also the final evaluator. This individual will ensure that all tasks have been initialed and is responsible for:

- Signing the Final Evaluator's Verification Statement when all tasks have been initialed by an evaluator.

5. **A Certifying Authority** is the FEMA official who has direct reporting responsibility to the FEMA Administrator and has authority to certify FEMA personnel as qualified in identified positions. He/she is responsible for:

- Certifying on the PTB that the trainee has completed all requirements for the position.
- After certification, return the PTB to the individual for their personal records.

TASKS TO PERFORM

Competency 1: Reflect FEMA Values Consistently demonstrates compassion, fairness, integrity, and respect in all actions with both internal and external stakeholders.		
Behavior 1.1: Employs the concepts and principles found in the FEMA Doctrine		
Task	Record #	Evaluator Initials
1.1.1 Understand role in the organization		
Comments:		
1.1.2 Support unity of purpose for the larger mission		
Comments:		
Behavior 1.2: Demonstrates compassion, fairness, integrity, and respect in interactions with all stakeholders		
Task	Record #	Evaluator Initials
1.2.1 Demonstrate patience and understanding when supporting the efforts of all stakeholders		
Comments:		
1.2.2 Demonstrate cultural sensitivity and diversity awareness with teammates and stakeholders		
Comments:		
1.2.3 Strive to achieve principled, well-reasoned, and just outcomes		
Comments:		

1.2.4 Comply with all ethics-based principles and standards of conduct		
Comments:		
1.2.5 Maintain confidentiality where required		
Comments:		
Competency 2: Exhibits Leadership		
Influences, guides, and directs assigned personnel to accomplish objectives and desired outcomes in a rapidly changing, high-risk environment.		
Behavior 2.1: Leads self		
Task	Record #	Evaluator Initials
2.1.1 Offer assistance to others based upon self-recognized strengths		
Comments:		
2.1.2 Take steps to improve self-recognized weaknesses		
Comments:		
2.1.3 Accept constructive criticism and implement suggested performance improvements		
Comments:		
2.1.4 Seek responsibility and accept responsibility for actions		
Comments:		
2.1.5 Demonstrate emotional self-regulation in interactions with others		
Comments:		

2.1.6 Demonstrate self-motivation completing assigned tasks on time and with minimal supervision		
Comments:		
2.1.7 Display optimism and persistence when faced with challenging circumstances		
Comments:		
2.1.8 Demonstrate calm during high pressure situations in order to influence others into constructive action		
Comments:		
2.1.9 Use a combination of pre-existing best practices and creative thinking to quickly solve complex problems in high pressure situations		
Comments:		
2.1.10 Seek assistance from others when personally-accessible information sources have been exhausted		
Comments:		
Behavior 2.2: Assesses the situation and adapts one’s understanding based on varying perspectives		
Task	Record #	Evaluator Initials
2.2.1 Distinguish between relevant and extraneous data points		
Comments:		

2.2.2 Recognize that one’s perspective is subjective and does not represent all possible viewpoints		
Comments:		
Behavior 2.4: Maintains a positive relationship with supervisor		
Task	Record #	Evaluator Initials
2.4.1 Communicate limitations to supervisor and promise only what can be delivered		
Comments:		
2.4.2 Provide supervisor ground truth in a timely manner		
Comments:		
2.4.3 Keep supervisor apprised of potential issues or problems		
Comments:		
2.4.4 Fulfill all commitments made to peers, co-workers, and supervisor		
Comments:		
2.4.5 Ascertain and work within your supervisor’s leadership style to meet the mission objectives		
Comments:		
2.4.6 Notify supervisor when assignments are complete		
Comments:		

2.4.7 Meet with supervisor to determine incident status and immediate requirements		
Comments:		
2.4.8 Obtain and review work assignments with supervisor		
Comments:		
2.4.9 Obtain and review performance expectations from supervisor		
Comments:		
Behavior 2.5: Creates a collaborative environment across functional areas/external stakeholders		
Task	Record #	Evaluator Initials
2.5.1 Coordinate interdependent activities with appropriate stakeholders to fulfill position responsibilities		
Comments:		
2.5.2 Establish and maintain open lines of communication with all relevant stakeholders		
Comments:		
2.5.3 Share information with all relevant stakeholders to accomplish assignments		
Comments:		
2.5.4 Attend meetings, conference calls, and briefings, as directed		
Comments:		

2.5.5 Develop trusted sources that the National Watch Center can leverage to obtain real-time (near real-time) information regarding emerging incidents and events		
Comments:		
2.5.6 Coordinate classified remote sensing		
Comments:		
<p>Competency 3: Collaborates Effectively Promotes collaboration and works well with others to effectively accomplish the mission.</p>		
<p>Behavior 3.1: Maintains working relationships</p>		
Task	Record #	Evaluator Initials
3.1.1 Build sustainable networks		
Comments:		
3.1.2 Manage relationships effectively		
Comments:		
3.1.3 Seek common ground in interactions with others		
Comments:		
3.1.4 Network with Federal, State, territorial, tribal, and local law enforcement organizations, including the National Joint Terrorism Task Force, other joint terrorism task forces, fusion centers, Intelligence components, and the Federal Protective Service		
Comments:		

Behavior 3.2: Enables cooperative and productive group interactions		
Task	Record #	Evaluator Initials
3.2.1 Maintain positive attitude		
Comments:		
3.2.2 Contribute to group discussions		
Comments:		
3.2.3 Work together with other team members to solve problems		
Comments:		
3.2.4 Share information with other team members		
Comments:		
3.2.5 Engage in brainstorming		
Comments:		
3.2.6 Help execute potential solutions		
Comments:		
3.2.7 Develop a common understanding of the group's scope of work and authority		
Comments:		

<p>Competency 4: Communicates Effectively Expresses information in written and verbal formats to individuals and groups effectively, taking into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately.</p>		
<p>Behavior 4.1: Delivers clear, concise, complete, and correct verbal communication tailored to target audience</p>		
Task	Record #	Evaluator Initials
4.1.1 Engage in speaking opportunities as appropriate		
Comments:		
4.1.2 Speak using plain language		
Comments:		
4.1.3 Tailor delivery methods to specific audiences		
Comments:		
<p>Behavior 4.2: Delivers clear, concise, complete, and correct written products tailored to target audience</p>		
Task	Record #	Evaluator Initials
4.2.1 Prepare all correspondence using plain language		
Comments:		
4.2.2 Edit documents to limit grammatical mistakes		
Comments:		
4.2.3 Deliver written products in time required		
Comments:		

4.2.4 Provide spot reports to the Center and Staff Support Section Chief		
Comments:		
4.2.5 Develop situational awareness content for the situation report in the Homeland Security Information Network (HSIN) Common Operating Picture		
Comments:		
4.2.6 Develop relevant For Official Use Only tear line reports for FEMA Regions and Mobile Emergency Response Systems (MERS) Operations Centers in coordination with intelligence community elements		
Comments:		
Behavior 4.3: Engages in effective interaction in a group setting		
Task	Record #	Evaluator Initials
4.3.1 Engage in active listening (Listen without interruption when others are speaking; Interpret and respond appropriately to nonverbal communication of others; Make eye contact with speaker, when in person; Adjust body posture to be facing the speaker and slightly leaning in; Use paraphrasing or clarifying questions to confirm that the message has been received and understood)		
Comments:		
4.3.2 Respond appropriately to others		
Comments:		

Competency 5: Fulfills Position Responsibilities		
Successfully assumes assigned role and fulfills responsibilities at the appropriate time, performing assigned tasks with a high level of competence.		
Behavior 5.1: Complies with policies and procedures		
Task	Record #	Evaluator Initials
5.1.1 Sign in to and out of the incident at the beginning and end of the incident with ADD		
Comments:		
5.1.2 Sign in and out on staff roster at beginning and end of shift		
Comments:		
5.1.3 Sign in on computer systems at the beginning of every shift		
Comments:		
5.1.4 Compile and archive documentation for historical purposes		
Comments:		
5.1.5 Brief replacement at each shift change for continuity of operations		
Comments:		
5.1.6 Complete timesheet and have signed by supervisor		
Comments:		

Behavior 5.2: Ensures safety, welfare, and accountability of NRCS		
Task	Record #	Evaluator Initials
5.2.1 Take actions to preserve safety and welfare of NRCS personnel		
Comments:		
Behavior 5.3: Gathers, organizes, and conveys information		
Task	Record #	Evaluator Initials
5.3.1 Monitor and relay classified automated information systems at the Top Secret/Secret classification, as well as Law Enforcement Sensitive Information		
Comments:		
Behavior 5.4: Conducts analysis to produce actionable information and products		
Task	Record #	Evaluator Initials
5.4.1 Assess domestic and worldwide terrorist threats as they may impact the homeland		
Comments:		
Behavior 5.8: Uses technology effectively		
Task	Record #	Evaluator Initials
5.8.1 Coordinate Secure video teleconferences and teleconferences		
Comments:		

Behavior 5.9: Plans for and completes the demobilization/transition process		
Task	Record #	Evaluator Initials
5.9.1 Provide after-action information to supervisor		
Comments:		

DRAFT

INSTRUCTIONS FOR COMPLETING THE EVALUATION RECORD

- There are four separate Evaluation Records available for use, if necessary, each of which correspond to an assignment (see forms that follow).
- It is not necessary for a trainee to complete four assignments; however, four should normally be sufficient for an individual to qualify in a position, but if additional assignments are needed, an Evaluation Record can be copied and attached to the PTB.

Complete These Items at the Start of the Evaluation Period:

- ***Evaluator's Name:*** Evaluator enters name here (Print).
- ***Position title:*** Enter the evaluator's incident support position title.
- ***Evaluator's office address and phone:*** Self-explanatory.
- ***Record Number:*** The Record Number listed in the upper left corner of the Evaluation Record identifies the evaluator of a particular incident. This number should be placed in the column labeled "Record #" in the PTB for each task performed satisfactorily. This number will enable reviewers of the completed PTB to tie the tasks to the evaluator at a specific incident.
- ***Evaluation Assignment:*** Identify the incident/disaster/exercise by name, number, and location or if the evaluation opportunity is steady-state operations.
- ***Disaster Complexity Level (if applicable):*** If the record is for a disaster, enter the Disaster Complexity Level (I, II, or III).

Complete These Items at the End of the Evaluation Period:

- ***Duration:*** Enter inclusive dates during which the trainee was evaluated.
- ***Recommendation:*** Check as appropriate and make comments regarding the future needs for development of this trainee as appropriate.
- ***Date:*** List the date the record is being completed.
- ***Evaluator's initials:*** Initial here to authenticate your recommendations and to allow for comparison with initials in the PTB.
- ***Evaluator's Qualification:*** List your qualification that validates your authority to evaluate and approve successful performance of tasks by the trainee.

Evaluation Record

 TRAINEE NAME

 TRAINEE POSITION

Record #1	Evaluator's name (Print): _____ Position title: _____	
Evaluator's office address & phone: _____		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above-named trainee. I recommend the following for further development of this trainee. _____ The individual has successfully performed all tasks for the position and should be considered for certification. _____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. _____ The individual is deficient in the performance of tasks identified below and needs further training prior to additional assignment(s) as a trainee. Deficiencies noted (List Competency and Task #): _____ Date: _____ Evaluator's initials: _____ Evaluator's qualification: _____		

Record #2	Evaluator's name (Print): _____ Position title: _____	
Evaluator's office address & phone: _____		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above-named trainee. I recommend the following for further development of this trainee. _____ The individual has successfully performed all tasks for the position and should be considered for certification. _____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. _____ The individual is deficient in the performance of tasks identified below and needs further training prior to additional assignment(s) as a trainee. Deficiencies noted (List Competency and Task #): _____ Date: _____ Evaluator's initials: _____ Evaluator's qualification: _____		

Evaluation Record

 TRAINEE NAME

 TRAINEE POSITION

Record #3	Evaluator's name (Print): _____ Position title: _____	
Evaluator's office address & phone: _____		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above-named trainee. I recommend the following for further development of this trainee. _____ The individual has successfully performed all tasks for the position and should be considered for certification. _____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. _____ The individual is deficient in the performance of tasks identified below and needs further training prior to additional assignment(s) as a trainee. Deficiencies noted (List Competency and Task #): _____ Date: _____ Evaluator's initials: _____ Evaluator's qualification: _____		

Record #4	Evaluator's name (Print): _____ Position title: _____	
Evaluator's office address & phone: _____		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
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FINAL EVALUATOR & CERTIFYING OFFICIAL

Do **NOT** complete this unless you are recommending the trainee for certification

Verification/Certification of Completed Position Task Book for the Position of

Final Evaluator's Verification

I verify that _____ has successfully performed all required tasks as a trainee which are documented with appropriate initials in this PTB and should therefore be considered for certification in this position.

Final Evaluator's Signature and Date

Final Evaluator's Printed Name, Title, HQ/Region, and Phone Number

Agency Certification

I certify that _____ has met all requirements for qualification in this position.

Official's Signature and Date

Official's Printed Name, Title, HQ/Region, and Phone Number



FEMA

FEMA INCIDENT SUPPORT POSITION TASK BOOK

N80 Safety Specialist

POSITION TASK BOOK (PTB) ASSIGNED TO:

Individual's Name, HQ/Region

POSITION TASK BOOK (PTB) INITIATED BY:

Official's Name, Title, HQ/Region

Date PTB Initiated

FEMA has developed Position Task Books (PTBs) based on the FEMA doctrine and the National Incident Support Manual (NISM). The material contained in this book accurately defines the performance expected of the position(s) for which it was developed. This task book is approved for use as a position qualification document in accordance with the instructions contained herein.

INTRODUCTION

Each PTB lists the competencies, behaviors, and tasks required for successful performance in specific positions. Trainees must be observed completing all tasks and show knowledge and competency in their performance during the completion of the PTB.

For PTBs that contain multiple positions, the trainee must be observed completing all tasks in the first section, which contains tasks common to all of the positions within that PTB, and all of the tasks in the section of the PTB which contains tasks specific to the position for which the trainee is attempting to qualify.

Trainees are evaluated during this process by qualified evaluators, and the trainee's performance is documented in the PTB for each task by the evaluator's initials and date of completion. An Evaluation Record will be completed by all evaluators documenting the trainee's progress after each evaluation opportunity.

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- **Behavior:** A description of actions through which a competency is demonstrated, and can provide a means of assessing whether or not an individual is proficient in that competency.
- **Task:** A specific description of a specific action an individual may perform to be successful in carrying out their position responsibilities. Tasks within the PTB are numbered sequentially; however, the numbering does NOT indicate the order in which the tasks need to be performed or evaluated.

RESPONSIBILITIES

1. Certifying Official is responsible for:

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- Issuing the Position Task Book and ensuring that the trainee meets all required prerequisites.
- Providing opportunities for evaluation and/or making trainees available for evaluation.
- Explaining to the trainee the purpose and process of the PTB as well as the trainee's responsibilities.
- Tracking progress of the trainee.
- Confirming PTB completion.
- Certifying the trainee for those positions falling within their certification authority.
- Recommending certification of the trainee for those positions not falling within their certification authority.

2. The Trainee is responsible for:

- Reviewing instructions in the PTB.
- Providing the evaluator with background information pertinent to the position.
- Satisfactorily completing all tasks within 3 years from the date of the first task being evaluated.
- Provide a copy of the completed PTB to the certifying official for review and initiation of the certification process.
- Retaining the original PTB in personal record.

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- Being qualified in the position being evaluated.
- Meeting with the trainee and determining past experience, current qualifications, and desired objectives and goals.
- Reviewing tasks with the trainee.
- Explaining to the trainee the purpose and processes of the PTB, as well as the trainee's responsibilities.
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- Documenting unsatisfactory performance in the Evaluation Record.
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- Signing the Final Evaluator's Verification Statement when all tasks have been initialed by an evaluator.

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- Certifying on the PTB that the trainee has completed all requirements for the position.
- After certification, return the PTB to the individual for their personal records.

TASKS TO PERFORM

<p>Competency 1: Reflect FEMA Values Consistently demonstrates compassion, fairness, integrity, and respect in all actions with both internal and external stakeholders.</p>		
<p>Behavior 1.1: Employs the concepts and principles found in the FEMA Doctrine</p>		
Task	Record #	Evaluator Initials
1.1.1 Understand role in the organization		
Comments:		
1.1.2 Support unity of purpose for the larger mission		
Comments:		
<p>Behavior 1.2: Demonstrates compassion, fairness, integrity, and respect in interactions with all stakeholders</p>		
Task	Record #	Evaluator Initials
1.2.1 Demonstrate patience and understanding when supporting the efforts of all stakeholders		
Comments:		
1.2.2 Demonstrate cultural sensitivity and diversity awareness with teammates and stakeholders		
Comments:		
1.2.3 Strive to achieve principled, well-reasoned, and just outcomes		
Comments:		

1.2.4 Comply with all ethics-based principles and standards of conduct		
Comments:		
1.2.5 Maintain confidentiality where required		
Comments:		
Competency 2: Exhibits Leadership		
Influences, guides, and directs assigned personnel to accomplish objectives and desired outcomes in a rapidly changing, high-risk environment.		
Behavior 2.1: Leads self		
Task	Record #	Evaluator Initials
2.1.1 Offer assistance to others based upon self-recognized strengths		
Comments:		
2.1.2 Take steps to improve self-recognized weaknesses		
Comments:		
2.1.3 Accept constructive criticism and implement suggested performance improvements		
Comments:		
2.1.4 Seek responsibility and accept responsibility for actions		
Comments:		
2.1.5 Demonstrate emotional self-regulation in interactions with others		
Comments:		

2.1.6 Demonstrate self-motivation completing assigned tasks on time and with minimal supervision		
Comments:		
2.1.7 Display optimism and persistence when faced with challenging circumstances		
Comments:		
2.1.8 Demonstrate calm during high pressure situations in order to influence others into constructive action		
Comments:		
2.1.9 Use a combination of pre-existing best practices and creative thinking to quickly solve complex problems in high pressure situations		
Comments:		
2.1.10 Seek assistance from others when personally-accessible information sources have been exhausted		
Comments:		
Behavior 2.2: Assesses the situation and adapts one’s understanding based on varying perspectives		
Task	Record #	Evaluator Initials
2.2.1 Distinguish between relevant and extraneous data points		
Comments:		

2.2.2 Recognize that one’s perspective is subjective and does not represent all possible viewpoints		
Comments:		
Behavior 2.4: Maintains a positive relationship with supervisor		
Task	Record #	Evaluator Initials
2.4.1 Communicate limitations to supervisor and promise only what can be delivered		
Comments:		
2.4.2 Provide supervisor ground truth in a timely manner		
Comments:		
2.4.3 Keep supervisor apprised of potential issues or problems		
Comments:		
2.4.4 Fulfill all commitments made to peers, co-workers, and supervisor		
Comments:		
2.4.5 Ascertain and work within your supervisor’s leadership style to meet the mission objectives		
Comments:		
2.4.6 Notify supervisor when assignments are complete		
Comments:		

2.4.7 Meet with supervisor to determine incident status and immediate requirements		
Comments:		
2.4.8 Obtain and review work assignments with supervisor		
Comments:		
2.4.9 Obtain and review performance expectations from supervisor		
Comments:		
Behavior 2.5: Creates a collaborative environment across functional areas/external stakeholders		
Task	Record #	Evaluator Initials
2.5.1 Coordinate interdependent activities with appropriate stakeholders to fulfill position responsibilities		
Comments:		
2.5.2 Establish and maintain open lines of communication with all relevant stakeholders		
Comments:		
2.5.3 Share information with all relevant stakeholders to accomplish assignments		
Comments:		
2.5.4 Attend meetings, conference calls, and briefings, as directed		
Comments:		

2.5.5 Coordinate with Medical Support for the NRCC		
Comments:		
Competency 3: Collaborates Effectively Promotes collaboration and works well with others to effectively accomplish the mission.		
Behavior 3.1: Maintains working relationships		
Task	Record #	Evaluator Initials
3.1.1 Build sustainable networks		
Comments:		
3.1.2 Manage relationships effectively		
Comments:		
3.1.3 Seek common ground in interactions with others		
Comments:		
Behavior 3.2: Enables cooperative and productive group interactions		
Task	Record #	Evaluator Initials
3.2.1 Maintain positive attitude		
Comments:		
3.2.2 Contribute to group discussions		
Comments:		

3.2.3 Work together with other team members to solve problems		
Comments:		
3.2.4 Share information with other team members		
Comments:		
3.2.5 Engage in brainstorming		
Comments:		
3.2.6 Help execute potential solutions		
Comments:		
3.2.7 Develop a common understanding of the group's scope of work and authority		
Comments:		
Competency 4: Communicates Effectively		
Expresses information in written and verbal formats to individuals and groups effectively, taking into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately.		
Behavior 4.1: Delivers clear, concise, complete, and correct verbal communication tailored to target audience		
Task	Record #	Evaluator Initials
4.1.1 Engage in speaking opportunities as appropriate		
Comments:		
4.1.2 Speak using plain language		
Comments:		

4.1.3 Tailor delivery methods to specific audiences		
Comments:		
4.1.4 Conduct a Safety Briefing at each shift change briefing		
Comments:		
Behavior 4.2: Delivers clear, concise, complete, and correct written products tailored to target audience		
Task	Record #	Evaluator Initials
4.2.1 Prepare all correspondence using plain language		
Comments:		
4.2.2 Edit documents to limit grammatical mistakes		
Comments:		
4.2.3 Deliver written products in time required		
Comments:		
4.2.4 Provide spot reports to Center and Staff Support Section Chief		
Comments:		
4.2.5 Develop situational awareness content for the situation report in the Homeland Security Information Network (HSIN) Common Operating Picture		
Comments:		

Behavior 4.3: Engages in effective interaction in a group setting		
Task	Record #	Evaluator Initials
4.3.1 Engage in active listening (Listen without interruption when others are speaking; Interpret and respond appropriately to nonverbal communication of others; Make eye contact with speaker, when in person; Adjust body posture to be facing the speaker and slightly leaning in; Use paraphrasing or clarifying questions to confirm that the message has been received and understood)		
Comments:		
4.3.2 Respond appropriately to others		
Comments:		
Competency 5: Fulfills Position Responsibilities		
Successfully assumes assigned role and fulfills responsibilities at the appropriate time, performing assigned tasks with a high level of competence.		
Behavior 5.1: Complies with policies and procedures		
Task	Record #	Evaluator Initials
5.1.1 Sign in to and out of the incident at the beginning and end of the incident with ADD		
Comments:		
5.1.2 Sign in and out on staff roster at beginning and end of shift		
Comments:		
5.1.3 Sign in on computer systems at the beginning of every shift		
Comments:		

5.1.4 Compile and archive documentation for historical purposes		
Comments:		
5.1.5 Brief replacement at each shift change for continuity of operations		
Comments:		
5.1.6 Complete timesheet and have signed by supervisor		
Comments:		
Behavior 5.2: Ensures safety, welfare, and accountability of NRCS		
Task	Record #	Evaluator Initials
5.2.1 Take actions to preserve safety and welfare of NRCS personnel		
Comments:		
5.2.2 Ensure that all shift operations activities are conducted in a safe manner		
Comments:		
5.2.3 Conduct inspections of the NRCC safety materials and equipment to ensure safety regulations and directives are followed		
Comments:		

Behavior 5.5: Makes timely, informed recommendations and decisions that consider facts, objectives, constraints, risks, and differing perspectives		
Task	Record #	Evaluator Initials
5.5.1 Develop and provide recommendations to the NRCC Center and Staff Support Section Chief to improve safety or health conditions for the staff		
Comments:		
Behavior 5.6: Participates in the planning process		
Task	Record #	Evaluator Initials
5.6.1 Review the Safety Operations plan and update as appropriate		
Comments:		
Behavior 5.9: Plans for and completes the demobilization/transition process		
Task	Record #	Evaluator Initials
5.9.1 Provide after-action information to supervisor		
Comments:		

INSTRUCTIONS FOR COMPLETING THE EVALUATION RECORD

- There are four separate Evaluation Records available for use, if necessary, each of which correspond to an assignment (see forms that follow).
- It is not necessary for a trainee to complete four assignments; however, four should normally be sufficient for an individual to qualify in a position, but if additional assignments are needed, an Evaluation Record can be copied and attached to the PTB.

Complete These Items at the Start of the Evaluation Period:

- ***Evaluator's Name:*** Evaluator enters name here (Print).
- ***Position title:*** Enter the evaluator's incident support position title.
- ***Evaluator's office address and phone:*** Self-explanatory.
- ***Record Number:*** The Record Number listed in the upper left corner of the Evaluation Record identifies the evaluator of a particular incident. This number should be placed in the column labeled "Record #" in the PTB for each task performed satisfactorily. This number will enable reviewers of the completed PTB to tie the tasks to the evaluator at a specific incident.
- ***Evaluation Assignment:*** Identify the incident/disaster/exercise by name, number, and location or if the evaluation opportunity is steady-state operations.
- ***Disaster Complexity Level (if applicable):*** If the record is for a disaster, enter the Disaster Complexity Level (I, II, or III).

Complete These Items at the End of the Evaluation Period:

- ***Duration:*** Enter inclusive dates during which the trainee was evaluated.
- ***Recommendation:*** Check as appropriate and make comments regarding the future needs for development of this trainee as appropriate.
- ***Date:*** List the date the record is being completed.
- ***Evaluator's initials:*** Initial here to authenticate your recommendations and to allow for comparison with initials in the PTB.
- ***Evaluator's Qualification:*** List your qualification that validates your authority to evaluate and approve successful performance of tasks by the trainee.

Evaluation Record

 TRAINEE NAME

 TRAINEE POSITION

Record #1	Evaluator's name (Print): _____ Position title: _____	
Evaluator's office address & phone: _____		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above-named trainee. I recommend the following for further development of this trainee. _____ The individual has successfully performed all tasks for the position and should be considered for certification. _____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. _____ The individual is deficient in the performance of tasks identified below and needs further training prior to additional assignment(s) as a trainee. Deficiencies noted (List Competency and Task #): _____ Date: _____ Evaluator's initials: _____ Evaluator's qualification: _____		

Record #2	Evaluator's name (Print): _____ Position title: _____	
Evaluator's office address & phone: _____		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above-named trainee. I recommend the following for further development of this trainee. _____ The individual has successfully performed all tasks for the position and should be considered for certification. _____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. _____ The individual is deficient in the performance of tasks identified below and needs further training prior to additional assignment(s) as a trainee. Deficiencies noted (List Competency and Task #): _____ Date: _____ Evaluator's initials: _____ Evaluator's qualification: _____		

Evaluation Record

TRAINEE NAME

TRAINEE POSITION

Record #3	Evaluator's name (Print): Position title:	
Evaluator's office address & phone:		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
<p>The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above-named trainee. I recommend the following for further development of this trainee.</p> <p>_____ The individual has successfully performed all tasks for the position and should be considered for certification.</p> <p>_____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation.</p> <p>_____ The individual is deficient in the performance of tasks identified below and needs further training prior to additional assignment(s) as a trainee.</p> <p>Deficiencies noted (List Competency and Task #):</p> <p>Date: _____ Evaluator's initials: _____</p> <p>Evaluator's qualification: _____</p>		

Record #4	Evaluator's name (Print): Position title:	
Evaluator's office address & phone:		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
<p>The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above-named trainee. I recommend the following for further development of this trainee.</p> <p>_____ The individual has successfully performed all tasks for the position and should be considered for certification.</p> <p>_____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation.</p> <p>_____ The individual is deficient in the performance of tasks identified below and needs further training prior to additional assignment(s) as a trainee.</p> <p>Deficiencies noted (List Competency and Task #):</p> <p>Date: _____ Evaluator's initials: _____</p> <p>Evaluator's qualification: _____</p>		

FINAL EVALUATOR & CERTIFYING OFFICIAL

Do **NOT** complete this unless you are recommending the trainee for certification

Verification/Certification of Completed Position Task Book for the Position of

Final Evaluator's Verification

I verify that _____ has successfully performed all required tasks as a trainee which are documented with appropriate initials in this PTB and should therefore be considered for certification in this position.

Final Evaluator's Signature and Date

Final Evaluator's Printed Name, Title, HQ/Region, and Phone Number

Agency Certification

I certify that _____ has met all requirements for qualification in this position.

Official's Signature and Date

Official's Printed Name, Title, HQ/Region, and Phone Number



FEMA

FEMA INCIDENT SUPPORT POSITION TASK BOOK

N81 Security Specialist

POSITION TASK BOOK (PTB) ASSIGNED TO:

Individual's Name, HQ/Region

POSITION TASK BOOK (PTB) INITIATED BY:

Official's Name, Title, HQ/Region

Date PTB Initiated

FEMA has developed Position Task Books (PTBs) based on the FEMA doctrine and the National Incident Support Manual (NISM). The material contained in this book accurately defines the performance expected of the position(s) for which it was developed. This task book is approved for use as a position qualification document in accordance with the instructions contained herein.

INTRODUCTION

Each PTB lists the competencies, behaviors, and tasks required for successful performance in specific positions. Trainees must be observed completing all tasks and show knowledge and competency in their performance during the completion of the PTB.

For PTBs that contain multiple positions, the trainee must be observed completing all tasks in the first section, which contains tasks common to all of the positions within that PTB, and all of the tasks in the section of the PTB which contains tasks specific to the position for which the trainee is attempting to qualify.

Trainees are evaluated during this process by qualified evaluators, and the trainee's performance is documented in the PTB for each task by the evaluator's initials and date of completion. An Evaluation Record will be completed by all evaluators documenting the trainee's progress after each evaluation opportunity.

Successful performance of all tasks, as observed and recorded by an evaluator, is required prior to a recommendation that the trainee be certified as qualified in the position. Evaluation and confirmation of the trainee's performance of all tasks may involve more than one evaluator and can occur during events, such as disasters, emergency declarations, special events, and exercises. It is important that all tasks be critically evaluated and recorded by each evaluator.

ISSUING AUTHORITY

This PTB has been issued by the certifying official. Issuance by the certifying official indicates that the trainee has the required prerequisites for this PTB to be initiated. The issuance section of the PTB (i.e., the official's signature on the cover page) documents the initiation of the PTB and that the trainee meets the required prerequisites. It is the discretion of the certifying official as to whether or not to issue a PTB.

DEFINITIONS

- **Competency:** A general description of the abilities needed to successfully fill a particular role. They encompass the knowledge, skills, and abilities that contribute to an individual being able to fulfill their responsibilities. A competency forms the basis for position specific training, position task books, job aids, and other performance-based documents.
- **Behavior:** A description of actions through which a competency is demonstrated, and can provide a means of assessing whether or not an individual is proficient in that competency.
- **Task:** A specific description of a specific action an individual may perform to be successful in carrying out their position responsibilities. Tasks within the PTB are numbered sequentially; however, the numbering does NOT indicate the order in which the tasks need to be performed or evaluated.

RESPONSIBILITIES

1. Certifying Official is responsible for:

- Identifying trainees based on agency requirements and strategic goals.
- Issuing the Position Task Book and ensuring that the trainee meets all required prerequisites.
- Providing opportunities for evaluation and/or making trainees available for evaluation.
- Explaining to the trainee the purpose and process of the PTB as well as the trainee's responsibilities.
- Tracking progress of the trainee.
- Confirming PTB completion.
- Certifying the trainee for those positions falling within their certification authority.
- Recommending certification of the trainee for those positions not falling within their certification authority.

2. The Trainee is responsible for:

- Reviewing instructions in the PTB.
- Providing the evaluator with background information pertinent to the position.
- Satisfactorily completing all tasks within 3 years from the date of the first task being evaluated.
- Provide a copy of the completed PTB to the certifying official for review and initiation of the certification process.
- Retaining the original PTB in personal record.

3. The Evaluator is responsible for:

- Being qualified in the position being evaluated.
- Meeting with the trainee and determining past experience, current qualifications, and desired objectives and goals.
- Reviewing tasks with the trainee.
- Explaining to the trainee the purpose and processes of the PTB, as well as the trainee's responsibilities.
- Accurately evaluating and recording demonstrated performance of tasks; initialing and dating completion of the tasks shall document satisfactory performance.
- Documenting unsatisfactory performance in the Evaluation Record.
- Completing the Evaluation Record.

4. The Final Evaluator is the evaluator of the trainee when the final tasks in the PTB are completed. If only one evaluator signs off on all of the tasks in the PTB, then that individual is also the final evaluator. This individual will ensure that all tasks have been initialed and is responsible for:

- Signing the Final Evaluator's Verification Statement when all tasks have been initialed by an evaluator.

5. A Certifying Authority is the FEMA official who has direct reporting responsibility to the FEMA Administrator and has authority to certify FEMA personnel as qualified in identified positions. He/she is responsible for:

- Certifying on the PTB that the trainee has completed all requirements for the position.
- After certification, return the PTB to the individual for their personal records.

TASKS TO PERFORM

<p>Competency 1: Reflect FEMA Values Consistently demonstrates compassion, fairness, integrity, and respect in all actions with both internal and external stakeholders.</p>		
<p>Behavior 1.1: Employs the concepts and principles found in the FEMA Doctrine</p>		
Task	Record #	Evaluator Initials
1.1.1 Understand role in the organization		
Comments:		
1.1.2 Support unity of purpose for the larger mission		
Comments:		
<p>Behavior 1.2: Demonstrates compassion, fairness, integrity, and respect in interactions with all stakeholders</p>		
Task	Record #	Evaluator Initials
1.2.1 Demonstrate patience and understanding when supporting the efforts of all stakeholders		
Comments:		
1.2.2 Demonstrate cultural sensitivity and diversity awareness with teammates and stakeholders		
Comments:		
1.2.3 Strive to achieve principled, well-reasoned, and just outcomes		
Comments:		

1.2.4 Comply with all ethics-based principles and standards of conduct		
Comments:		
1.2.5 Maintain confidentiality where required		
Comments:		
Competency 2: Exhibits Leadership		
Influences, guides, and directs assigned personnel to accomplish objectives and desired outcomes in a rapidly changing, high-risk environment.		
Behavior 2.1: Leads self		
Task	Record #	Evaluator Initials
2.1.1 Offer assistance to others based upon self-recognized strengths		
Comments:		
2.1.2 Take steps to improve self-recognized weaknesses		
Comments:		
2.1.3 Accept constructive criticism and implement suggested performance improvements		
Comments:		
2.1.4 Seek responsibility and accept responsibility for actions		
Comments:		
2.1.5 Demonstrate emotional self-regulation in interactions with others		
Comments:		

2.1.6 Demonstrate self-motivation completing assigned tasks on time and with minimal supervision		
Comments:		
2.1.7 Display optimism and persistence when faced with challenging circumstances		
Comments:		
2.1.8 Demonstrate calm during high pressure situations in order to influence others into constructive action		
Comments:		
2.1.9 Use a combination of pre-existing best practices and creative thinking to quickly solve complex problems in high pressure situations		
Comments:		
2.1.10 Seek assistance from others when personally-accessible information sources have been exhausted		
Comments:		
Behavior 2.2: Assesses the situation and adapts one’s understanding based on varying perspectives		
Task	Record #	Evaluator Initials
2.2.1 Distinguish between relevant and extraneous data points		
Comments:		

2.2.2 Recognize that one’s perspective is subjective and does not represent all possible viewpoints		
Comments:		
Behavior 2.4: Maintains a positive relationship with supervisor		
Task	Record #	Evaluator Initials
2.4.1 Communicate limitations to supervisor and promise only what can be delivered		
Comments:		
2.4.2 Provide supervisor ground truth in a timely manner		
Comments:		
2.4.3 Keep supervisor apprised of potential issues or problems		
Comments:		
2.4.4 Fulfill all commitments made to peers, co-workers, and supervisor		
Comments:		
2.4.5 Ascertain and work within your supervisor’s leadership style to meet the mission objectives		
Comments:		
2.4.6 Notify supervisor when assignments are complete		
Comments:		

2.4.7 Meet with supervisor to determine incident status and immediate requirements		
Comments:		
2.4.8 Obtain and review work assignments with supervisor		
Comments:		
2.4.9 Obtain and review performance expectations from supervisor		
Comments:		
Behavior 2.5: Creates a collaborative environment across functional areas/external stakeholders		
Task	Record #	Evaluator Initials
2.5.1 Coordinate interdependent activities with appropriate stakeholders to fulfill position responsibilities		
Comments:		
2.5.2 Establish and maintain open lines of communication with all relevant stakeholders		
Comments:		
2.5.3 Share information with all relevant stakeholders to accomplish assignments		
Comments:		
2.5.4 Attend meetings, conference calls, and briefings, as directed		
Comments:		

2.5.5 Establish communication and coordination with Federal law enforcement command centers, as appropriate		
Comments:		
2.5.6 Coordinate National Response Framework security requirements within the NRCC and among the departments and agencies		
Comments:		
2.5.7 Coordinate with ESF-7 on contract and other Federal agency security resource availability and use		
Comments:		
Competency 3: Collaborates Effectively Promotes collaboration and works well with others to effectively accomplish the mission.		
Behavior 3.1: Maintains working relationships		
Task	Record #	Evaluator Initials
3.1.1 Build sustainable networks		
Comments:		
3.1.2 Manage relationships effectively		
Comments:		
3.1.3 Seek common ground in interactions with others		
Comments:		

Behavior 3.2: Enables cooperative and productive group interactions		
Task	Record #	Evaluator Initials
3.2.1 Maintain positive attitude		
Comments:		
3.2.2 Contribute to group discussions		
Comments:		
3.2.3 Work together with other team members to solve problems		
Comments:		
3.2.4 Share information with other team members		
Comments:		
3.2.5 Engage in brainstorming		
Comments:		
3.2.6 Help execute potential solutions		
Comments:		
3.2.7 Develop a common understanding of the group's scope of work and authority		
Comments:		

<p>Competency 4: Communicates Effectively Expresses information in written and verbal formats to individuals and groups effectively, taking into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately.</p>		
<p>Behavior 4.1: Delivers clear, concise, complete, and correct verbal communication tailored to target audience</p>		
Task	Record #	Evaluator Initials
4.1.1 Engage in speaking opportunities as appropriate		
Comments:		
4.1.2 Speak using plain language		
Comments:		
4.1.3 Tailor delivery methods to specific audiences		
Comments:		
4.1.4 Conduct a Security Briefing at each shift change briefing		
Comments:		
<p>Behavior 4.2: Delivers clear, concise, complete, and correct written products tailored to target audience</p>		
Task	Record #	Evaluator Initials
4.2.1 Prepare all correspondence using plain language		
Comments:		
4.2.2 Edit documents to limit grammatical mistakes		
Comments:		

4.2.3 Deliver written products in time required		
Comments:		
4.2.4 Provide spot reports to the Center and Staff Support Section Chief		
Comments:		
4.2.5 Develop situational awareness content for the situation report in the Homeland Security Information Network (HSIN) Common Operating Picture		
Comments:		
Behavior 4.3: Engages in effective interaction in a group setting		
Task	Record #	Evaluator Initials
4.3.1 Engage in active listening (Listen without interruption when others are speaking; Interpret and respond appropriately to nonverbal communication of others; Make eye contact with speaker, when in person; Adjust body posture to be facing the speaker and slightly leaning in; Use paraphrasing or clarifying questions to confirm that the message has been received and understood)		
Comments:		
4.3.2 Respond appropriately to others		
Comments:		

Competency 5: Fulfills Position Responsibilities		
Successfully assumes assigned role and fulfills responsibilities at the appropriate time, performing assigned tasks with a high level of competence.		
Behavior 5.1: Complies with policies and procedures		
Task	Record #	Evaluator Initials
5.1.1 Sign in to and out of the incident at the beginning and end of the incident with ADD		
Comments:		
5.1.2 Sign in and out on staff roster at beginning and end of shift		
Comments:		
5.1.3 Sign in on computer systems at the beginning of every shift		
Comments:		
5.1.4 Compile and archive documentation for historical purposes		
Comments:		
5.1.5 Brief replacement at each shift change for continuity of operations		
Comments:		
5.1.6 Complete timesheet and have signed by supervisor		
Comments:		
5.1.7 Grant access to the NRCC as appropriate		
Comments:		

5.1.8 Implement physical security procedures		
Comments:		
5.1.9 Ensure all personnel are badged appropriately to enter and work in the NRCC and for deployment in the field		
Comments:		
Behavior 5.2: Ensures safety, welfare, and accountability of NRCS		
Task	Record #	Evaluator Initials
5.2.1 Take actions to preserve safety and welfare of NRCS personnel		
Comments:		
5.2.2 Conduct the necessary physical security checks and inspections		
Comments:		
5.2.3 Report any findings from physical security checks and inspections to FEMA security		
Comments:		
5.2.4 Ensure appropriate security posture for the NRCS		
Comments:		
5.2.5 Identify security requirements of response and recovery efforts		
Comments:		

5.2.6 Establish and manage policy, procedures, and operations for all security support to the NRCC and field locations		
Comments:		
5.2.7 Coordinate with field security personnel to assist in providing security for FEMA assets in the field, when necessary		
Comments:		
Behavior 5.3: Gathers, organizes, and conveys information		
Task	Record #	Evaluator Initials
5.3.1 Serve as the senior advisor to senior leaders and all Section Chiefs on all security and intelligence concerns affecting and arising from the incident		
Comments:		
5.3.2 Report internal security operational status on the impacted area		
Comments:		
5.3.3 Report the status of security procedures to the NRCC Center and Support Section Chief		
Comments:		
5.3.4 Acquire intelligence information for use by decision makers		
Comments:		

Behavior 5.5: Makes timely, informed recommendations and decisions that consider facts, objectives, constraints, risks, and differing perspectives		
Task	Record #	Evaluator Initials
5.5.1 Develop and provide recommendations for coordinating the environmental health and safety and physical security of emergency responders and the community		
Comments:		
Behavior 5.6: Participates in the planning process		
Task	Record #	Evaluator Initials
5.6.1 Review security plan and make adjustments to meet changing conditions		
Comments:		
5.6.2 Ensure distribution of the security plan to incoming NRCC personnel		
Comments:		
Behavior 5.7: Manages and tracks resources effectively		
Task	Record #	Evaluator Initials
5.7.1 Provide after-action information to supervisor		
Comments:		
5.7.2 Supervise security training as necessary for the NRCS		
Comments:		

5.7.3 Identify and deploy security assets		
Comments:		
5.7.4 Secure and maintain the materials and equipment necessary to ensure the security of the NRCC		
Comments:		
Behavior 5.9: Plans for and completes the demobilization/transition process		
Task	Record #	Evaluator Initials
5.9.1 Provide after-action information to supervisor		
Comments:		
5.9.2 Transition responsibilities to the Disaster Security Operations Branch		
Comments:		
5.9.3 Submit operational overview to the Lead Security Manager, and the affected Regional Security Officer		
Comments:		

INSTRUCTIONS FOR COMPLETING THE EVALUATION RECORD

- There are four separate Evaluation Records available for use, if necessary, each of which correspond to an assignment (see forms that follow).
- It is not necessary for a trainee to complete four assignments; however, four should normally be sufficient for an individual to qualify in a position, but if additional assignments are needed, an Evaluation Record can be copied and attached to the PTB.

Complete These Items at the Start of the Evaluation Period:

- ***Evaluator's Name:*** Evaluator enters name here (Print).
- ***Position title:*** Enter the evaluator's incident support position title.
- ***Evaluator's office address and phone:*** Self-explanatory.
- ***Record Number:*** The Record Number listed in the upper left corner of the Evaluation Record identifies the evaluator of a particular incident. This number should be placed in the column labeled "Record #" in the PTB for each task performed satisfactorily. This number will enable reviewers of the completed PTB to tie the tasks to the evaluator at a specific incident.
- ***Evaluation Assignment:*** Identify the incident/disaster/exercise by name, number, and location or if the evaluation opportunity is steady-state operations.
- ***Disaster Complexity Level (if applicable):*** If the record is for a disaster, enter the Disaster Complexity Level (I, II, or III).

Complete These Items at the End of the Evaluation Period:

- ***Duration:*** Enter inclusive dates during which the trainee was evaluated.
- ***Recommendation:*** Check as appropriate and make comments regarding the future needs for development of this trainee as appropriate.
- ***Date:*** List the date the record is being completed.
- ***Evaluator's initials:*** Initial here to authenticate your recommendations and to allow for comparison with initials in the PTB.
- ***Evaluator's Qualification:*** List your qualification that validates your authority to evaluate and approve successful performance of tasks by the trainee.

Evaluation Record

 TRAINEE NAME

 TRAINEE POSITION

Record #1	Evaluator's name (Print): _____ Position title: _____	
Evaluator's office address & phone: _____		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above-named trainee. I recommend the following for further development of this trainee. _____ The individual has successfully performed all tasks for the position and should be considered for certification. _____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. _____ The individual is deficient in the performance of tasks identified below and needs further training prior to additional assignment(s) as a trainee. Deficiencies noted (List Competency and Task #): _____ Date: _____ Evaluator's initials: _____ Evaluator's qualification: _____		

Record #2	Evaluator's name (Print): _____ Position title: _____	
Evaluator's office address & phone: _____		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above-named trainee. I recommend the following for further development of this trainee. _____ The individual has successfully performed all tasks for the position and should be considered for certification. _____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. _____ The individual is deficient in the performance of tasks identified below and needs further training prior to additional assignment(s) as a trainee. Deficiencies noted (List Competency and Task #): _____ Date: _____ Evaluator's initials: _____ Evaluator's qualification: _____		

Evaluation Record

 TRAINEE NAME

 TRAINEE POSITION

Record #3	Evaluator's name (Print): _____ Position title: _____	
Evaluator's office address & phone: _____		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above-named trainee. I recommend the following for further development of this trainee. _____ The individual has successfully performed all tasks for the position and should be considered for certification. _____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. _____ The individual is deficient in the performance of tasks identified below and needs further training prior to additional assignment(s) as a trainee. Deficiencies noted (List Competency and Task #): _____ Date: _____ Evaluator's initials: _____ Evaluator's qualification: _____		

Record #4	Evaluator's name (Print): _____ Position title: _____	
Evaluator's office address & phone: _____		
<u>Evaluation Assignment</u>	<u>Disaster Level (if applicable)</u>	<u>Duration</u> to
The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above-named trainee. I recommend the following for further development of this trainee. _____ The individual has successfully performed all tasks for the position and should be considered for certification. _____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. _____ The individual is deficient in the performance of tasks identified below and needs further training prior to additional assignment(s) as a trainee. Deficiencies noted (List Competency and Task #): _____ Date: _____ Evaluator's initials: _____ Evaluator's qualification: _____		

FINAL EVALUATOR & CERTIFYING OFFICIAL

Do **NOT** complete this unless you are recommending the trainee for certification

Verification/Certification of Completed Position Task Book for the Position of

Final Evaluator's Verification

I verify that _____ has successfully performed all required tasks as a trainee which are documented with appropriate initials in this PTB and should therefore be considered for certification in this position.

Final Evaluator's Signature and Date

Final Evaluator's Printed Name, Title, HQ/Region, and Phone Number

Agency Certification

I certify that _____ has met all requirements for qualification in this position.

Official's Signature and Date

Official's Printed Name, Title, HQ/Region, and Phone Number