Overview

This standard is about providing assistance for individuals during on-going recoveries from emergencies. It includes supporting individuals to address medical, psycho-social or practical needs, enabling individuals to identify and access services, including the transition from emergency to mainstream service provision.

Target group

This standard is for those who work to provide ongoing support for individuals beyond the immediate emergency response.

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the needs of individuals affected by
emergencies   1

Provide on-going support to meet the needs of individuals affected by emergencies

Performance criteria

You must be able to:

1. identify individuals affected by emergencies, including vulnerable people in accordance with organisational requirements
2. identify organisations from the public, private or voluntary sectors which may provide ongoing care and assistance in accordance with organisational requirements
3. communicate and share information with organisations involved in provision of care and assistance in accordance with organisational requirements
4. plan to meet the needs of individuals affected by emergencies in accordance with organisational requirements
5. treat individuals affected by emergencies in accordance with organisational requirements
6. communicate with individuals affected by emergencies in a manner which promotes understanding in accordance with organisational requirements
7. support individuals to address required needs in accordance with organisational requirements
8. raise individuals' awareness of services for those affected by emergencies, and how they can be accessed in accordance with organisational requirements
9. empower individuals to manage their own recovery as far as possible in accordance with organisational requirements
10. identify realistic options for further developing services for those affected by emergencies in accordance with organisational requirements
11. collect data from individuals accessing services, to offer follow up services in accordance with organisational requirements
12. check the duration and transition of service delivery during different phases of recovery is communicated and understood in accordance with organisational requirements
13. provide information to influence and support decision making at strategic levels in accordance with organisational requirements
14. identify additional support relevant to long term recoveries in accordance with organisational requirements

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Knowledge and understanding

You need to know and understand:

1. legislation, regulations and guidance relevant to recovery from emergencies
2. roles and responsibilities of organisations involved in provision of care and assistance at local, regional and national levels
3. people who may be affected by emergencies
4. the needs of individuals directly or indirectly affected by emergencies
5. the potential impact of emergencies on vulnerable people and groups including:

    5.1 definitions of vulnerability in the context of emergencies

    5.2 the dynamic nature of vulnerability in the context of emergencies

    5.3 the issues specific to vulnerable groups from the impacts of emergencies

6. how to communicate with individuals affected by emergencies in a manner which promotes understanding
7. how to empower individuals to manage their own recovery
8. how to manage individuals' expectations and anxiety
9. the range of assistance required by those affected by emergencies including medical, psycho-social and practical assistance
10. the range of facilities which may be provided including physical centres and virtual services such as helplines and websites
11. how to enable individuals to access specialist help or treatment
12. how to influence and support decision making at strategic levels, including through the evaluation of services used
13. sources of financial advice and assistance, including charitable assistance, compensation schemes and insurance

Provide on-going support to meet the needs of individuals affected by emergencies

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

1 caring
2 community minded
3 customer focussed
4 determined
5 empathetic
6 flexible
7 open minded
8 realistic

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

1 active listening
2 communication
3 decision making
4 leadership
5 liaison
6 motivating
7 negotiating
8 organising
9 prioritising
10 supporting others
11 team building

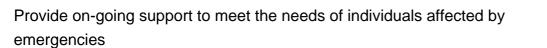|	
Glossary	Frequently used terms and how they should be interpreted in the context of the Civil Contingencies NOS:

Organisations
Public, private or voluntary bodies.

Links to other NOS	This standard is linked to:

1 CCAA1 Work in co-operation with other organisations
2 CCAA2 Share information with other organisations
3 CCAG4 Address the needs of individuals during the initial responses to emergencies
4 CCAH2 Manage community recovery from emergencies

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Developed by	Skills for Justice
Version Number	2
Date Approved	November 2014
Indicative Review Date	November 2019
Validity	Current
Status	Original
Originating Organisation	Skills for Justice
Original URN	SFJCCAH1
Relevant Occupations	Public Services; Public Services Professional; Firefighters; Health Professionals; Police Officers; Public Services and Care; Public Service and Other Associate Professionals
Suite	Civil Contingencies
Keywords	co-operate; share information; manage; support; emergency; emergencies; emergency management; planning