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### Overview

This unit is about supporting communities to recover from emergencies. It includes taking steps to prevent the escalation of the impact of emergencies and ensuring that on-going recovery is taken into account during the response to emergencies. It also includes identifying relevant advice, funding and other assistance and supporting individuals and organisations to manage their own on-going recovery as far as practicable.

### Target Group

The unit is for those who manage work with communities to support their recovery from emergencies.

# SFJCCA2

## Manage community recovery from emergencies

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### Performance criteria

- You must be able to:*
- P1 identify those affected by emergencies, including individuals, organisations and vulnerable groups
  - P2 identify the impacts of the emergency on communities and the environment
  - P3 promote longer-term recovery considerations in the response to emergencies
  - P4 take steps, where practicable, to prevent the escalation of the impacts of emergencies
  - P5 engage with organisations from the public, private and voluntary sector which may contribute to the recovery effort or to the restoration of services
  - P6 communicate and share information effectively with other individuals and organisations involved in response and recovery
  - P7 consult and communicate with the community affected by the emergency
  - P8 support individuals and organisations to manage their own recovery as far as practicable
  - P9 ensure provision of information and advice on steps being taken for correcting the impact of an emergency
  - P10 agree and prioritise actions required during the recovery process
  - P11 consider budgetary and financial implications of the recovery process
  - P12 seek relevant advice, funding and other assistance necessary to support recovery work
  - P13 ensure that any transition of leadership and service delivery during different phases of response and recovery are communicated and understood
  - P14 provide information about arrangements for appeals or memorials, where relevant
  - P15 identify where improvements could be made to adapt systems, services or infrastructure to meet future needs

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### Knowledge and understanding

*You need to know and understand:*

- K1 the roles and responsibilities of partner organisations involved in response and recovery at local, regional and national level
- K2 how partner organisations are organised; their broad structures, methods of communication and decision making processes
- K3 relevant emergency plans and arrangements
- K4 the characteristics of an area that may influence the impact of an emergency e.g.
  - K4.1 social characteristics, including any particularly vulnerable groups
  - K4.2 health status of the community (e.g. any particular vulnerabilities) and the health facilities available
  - K4.3 environmental characteristics of the area
  - K4.4 economic status of the area
  - K4.5 how the infrastructure is configured in the area (e.g. transport, utilities, business) and any critical sites, services or supply networks
  - K4.6 what potentially hazardous sites exist in the area and their relation to communities or sensitive environmental sites
- K5 the types of impact that individuals and communities may need to recover from i.e. social, health, economic and environmental impacts
- K6 the people who may be affected by emergencies e.g. survivors, witnesses, family members, responders, the bereaved etc
- K7 the specific needs of individuals affected by emergencies, including those directly or indirectly affected
- K8 the potential impact of emergencies on vulnerable people and groups including:
  - K8.1 definitions of vulnerability in the context of emergencies
  - K8.2 the issues specific to vulnerable groups from the impacts of emergencies
- K9 how to communicate with individuals affected by emergencies in a manner which promotes understanding (including those for whom English is not a first language)
- K10 how to ensure that longer-term recovery considerations are incorporated in the response to emergencies
- K11 how to prevent the escalation of the impacts of an emergency
- K12 how to empower individuals and organisations to manage their own recovery as far as practicable
- K13 organisations, grants and funding schemes able to provide assistance for recovery from emergencies
- K14 arrangements for managing funds donated by the public in response to an emergency
- K15 the legislation, regulations and related guidance relevant to recovery

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from emergencies

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### Additional Information

#### Behaviours

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

1. collaborative
2. community minded
3. constructive
4. determined
5. empathetic
6. flexible
7. realistic

#### Skills

1. communication
2. consulting
3. influencing
4. liaison
5. motivating
6. negotiation
7. networking
8. organising
9. prioritising
10. project management

#### Glossary

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

##### Community

Individuals and organisations in localities including adults, children and young people, vulnerable people, residential homes, businesses etc

#### Links to other NOS

1. CC AA1 Work in co-operation with other organisations
2. CC AA2 Share information with other organisations
3. CC AF2 Warn, inform and advise the community in the event of emergencies
4. CC AH1 Provide on-going support to meet the needs of individuals affected by emergencies
5. ML F1 Manage a project
6. ML F2 Manage a programme of complementary projects

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**Suite** Civil Contingencies

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**Key words** co-operate, share, warn, inform, manage