
Overview

This standard is about providing care and assistance to meet the needs of those affected by emergencies. It applies to individuals working across public, private, and voluntary sector organisations involved in supporting people in response and recovery.

It covers assessing needs, providing information, and ensuring early access to support services, while coordinating a flexible, integrated approach that adapts to evolving needs. The standard emphasises the need to provide locally appropriate support, strong governance and accountability.

It highlights the importance of engaging affected people in shaping community-focused care and assistance ensuring accountability. This includes restoring social networks, managing public donations, and facilitating vigils and memorials.

Performance criteria

You must be able to:

1. evaluate legislation, duties, and guidance to determine responsibilities, priorities, and approaches for supporting individuals affected by emergencies
2. work collaboratively with organisations from the public, private, and voluntary sectors to support affected individuals and govern recovery interventions effectively
3. demonstrate personal resilience by managing stress, maintaining well-being, seeking support when needed, and support others to do the same
4. anticipate immediate needs using early reports, risk scenarios, and risk profiles, and proactively deploy capabilities
5. ensure that needs assessments are integrated across services, reducing duplication for affected individuals through secure information sharing
6. coordinate experts to advise on care and welfare interventions
7. coordinate a flexible, integrated approach that adapts to evolving needs
8. manage donations from the public including providing relevant public messaging to inform giving
9. facilitate timely financial assistance processes to ensure support reaches those who need it
10. anticipate and work with affected individuals to sensitively manage vigils and memorials
11. work collaboratively to restore social networks and hubs as a mechanism for support
12. balance extraordinary demands with maintaining business as usual services
13. revise risk assessments and preparedness for concurrent incidents, considering recent impacts
14. establish governance frameworks and conduct monitoring, evaluation, and regular reporting on programme progress, performance, and outcomes
15. plan and implement the closure or transition of temporary emergency workstreams into business-as-usual where appropriate
16. engage in continuous professional development and share evidence-based good and innovative practice with partners, communities, and stakeholders

Knowledge and understanding

You need to know and understand:

1. relevant legislation, policy, guidance, good practice, and plans to inform the support of people impacted by emergencies
2. roles, responsibilities and care and welfare capabilities of your organisation, partner organisations and stakeholders
3. the concept of risk and associated terms and how they are used in different sectors
4. factors influencing and methods for assessing people's capabilities, vulnerabilities, and needs
5. the roles, functions and services commonly provided by assistance centres
6. people-centred, asset-based, and trauma-informed approaches
7. how impacts create vulnerabilities for subsequent emergencies and reduce coping capacity
8. the concept of recovery, factors influencing its pace and principles of good recovery management
9. the need for adaptive strategies to meet changing needs in response and recovery
10. legislation, policies and processes for managing, distributing, and ensuring transparency in donations and funding
11. balancing visible progress with public expectations and the need to engage with affected individuals
12. the impact of recovery demands on strategic risks, continuity, and concurrent incident response
13. methods for monitoring and evaluating the impact of public and community interventions and the processes for ensuring accountability
14. the role of reflective practice in evaluating performance, identifying areas for improvement and professional development

Glossary

Psychosocial Support

A range of mental health and emotional support services aimed at helping individuals and communities recover.

Recovery Support Services

Essential support provided to ensure that impacted individuals can quickly access the resources they need for recovery

Needs Assessment

A time-bound, multi-sectorial, multi-stakeholder process of collecting, analysing, and interpreting data to assess needs and inform decisions on humanitarian and early recovery interventions

Links to other NOS

SFJCCA1

SFJCCAG4

Provide care and assistance to meet the immediate and longer term needs of individuals impacted by emergencies



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