

**SKILLS FRAMEWORK FOR SOCIAL SERVICE
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Professional Practice					
TSC	Emergency Response and Crisis Management					
TSC Description	Develop and implement emergency response and crisis management plans and policies, provide guidance on policies and plan development					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		SSC-ICM-2023-1.1	SSC-ICM-3023-1.1	SSC-ICM-4023-1.1	SSC-ICM-5023-1.1	SSC-ICM-6023-1.1
		Participate and assist in execution of emergency response plans and crisis management programmes and suggest improvements to these plans	Execute responsibilities as prescribed in emergency response and crisis management plans and work with external and internal stakeholders to conduct periodic reviews and ensure emergency preparedness	Supervise the implementation of emergency response and crisis management plans	Develop emergency response and crisis management plans and contingency plans for implementation during emergencies or crisis situations and design the incident command system	Lead incident command group and the organisation through emergency or crisis situations, directing review of the response and recovery execution and communicating to stakeholders
Knowledge		<ul style="list-style-type: none"> Types of emergency response and crisis management plans relevant to the organisation Types of emergency scenarios relevant to the sector Types of resources required for responding to emergency scenarios Organisation's emergency response and crisis management plans and procedures Individual role and responsibilities in emergency response and crisis management plans De-escalation techniques for emergency and crisis situations 	<ul style="list-style-type: none"> Roles and responsibilities in the designated groups or stations in the emergency response and crisis management plans Details of emergency response and crisis management plans Critical organisation and service functions Business continuity plans Types of data sources to evaluate improvements for emergency response and crisis management plans Infrastructure that are available to clients in crisis 	<ul style="list-style-type: none"> Emergency response, crisis management and recovery activities Documentation components for emergency response, crisis management and recovery activities Resources required for emergency and crisis situations Internal communication plans for managing emergencies and crises 	<ul style="list-style-type: none"> Roles in the incident command group or crisis response team Relevant stakeholders in disruptive events Implications of disruptive events on the organisation and impact on services Emerging socio-economic factors that can increase susceptibility to emergency and crisis situations Communication plans and processes with internal and external stakeholders Implications of effective emergency response on overall Workplace Safety and Health (WSH) system management Methods for training stakeholders on emergency response and crisis management 	<ul style="list-style-type: none"> Damage assessment of disruptive events External communication plans and processes for managing emergencies and crises

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					<ul style="list-style-type: none"> • Industry best practices in emergency response and crisis management 	
Abilities		<ul style="list-style-type: none"> • Follow emergency response and crisis management plans in emergency or crisis situations • Alert supervisors of potential escalation of emergency and crisis situations • Articulate risks relating to emergency response and crisis management plans and propose improvements • Assist in the conduct of emergency response and crisis management drills • Participate in the organisation's emergency response and crisis management exercises • Document and report incidents according to organisational procedures 	<ul style="list-style-type: none"> • Assist in the coordination and integration of emergency response, crisis management and recovery activities • Execute individual roles within the emergency and crisis management plans to respond to disruptive events • Assist in the execution, validation and improvement of emergency response and crisis management exercises to ensure organisational readiness • Collaborate with other organisations to execute contingency plans during emergency or crisis situations • Document emergency response and crisis management and recovery activity data to facilitate follow-up actions 	<ul style="list-style-type: none"> • Coordinate the implementation of emergency response and crisis management plans relevant to the identified emergency scenarios • Identify emergency response, crisis management and recovery activities for implementation to ensure alignment of activities • Review documentation of emergency response, crisis management and recovery activities data • Implement 'return-to-normal' procedures to ensure alignment of activities • Communicate organisational emergency response and crisis management key messages to relevant internal stakeholders to provide updates • Coordinate the maintenance of emergency response and crisis management tools • Facilitate collaboration efforts between other organisations to execute contingency plans during emergency or crisis situations • Assist in the coordination of emergency response 	<ul style="list-style-type: none"> • Allocate resources to manage response handling • Develop or implement incident command system for use during emergency or crisis events • Facilitate involvement of cross-functional teams for emergency response and crisis management • Furnish reports relating to possible service impact arising from disruptive events on the organisation • Activate 'return-to-normal' procedures to ensure alignment of activities • Activate stand down procedures to ensure alignment of activities • Facilitate communication processes during disruptive events to provide updates to internal and external stakeholders • Identify areas for improvement in emergency response and crisis management processes • Identify risks of emergency response and crisis management plans, and implement improvements as needed • Lead the conduct of emergency response 	<ul style="list-style-type: none"> • Approve activation of relevant emergency response, crisis management and recovery activities and stand down procedures to ensure alignment of emergency response and crisis management plans • Lead damage assessment in consultation with relevant stakeholders to determine the scale of impact • Identify and determine the extent of the impact of disruptive events on the organisation • Manage communication of disruptive events to relevant stakeholders to ensure alignment of emergency response and crisis management plans • Review reports to determine impact arising from disruptive events on the organisation • Make improvements to emergency response, crisis management and recovery activities and stand down procedures for future activation during emergency and crisis situations • Identify programmes for staff learning and development in emergency response and crisis management

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				and crisis management drills	and crisis management drills	to strengthen organisational capability in emergency response and crisis management <ul style="list-style-type: none"> • Identify emergency or crisis situations at the national level
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