VIRTUAL OPERATIONS SUPPORT TEAM LEADER

RESOURCE CATEGORY	Communications
RESOURCE KIND	Personnel
OVERALL FUNCTION	The Virtual Operations Support Team (VOST) Leader supervises the VOST
COMPOSITION AND ORDERING SPECIFICATIONS	1. This position can be ordered as a single resource. 2. Discuss logistics for deploying this position, such as working conditions, length of deployment, security, lodging, transportation and meals, prior to deployment 3. The VOST Leader may be on-site with the requestor based on the specialties necessary for the incident and value of proximity to the emergency response incident 4. Requestor should appoint or identify a VOST Administrator within the emergency response who will serve as the administrator and communications touchpoint for the VOST Leader, negotiate the VOST mission parameters with the VOST Leader, collect outputs/products of the VOST and administratively connect team to ensure properly recorded hours of service 5. The position typically works 12 hours per shift, is self-sustainable for 72 hours and is deployable up to 14 days

Each type of resource builds on the qualifications of the type below it. For example, Type 1 qualifications include the qualifications in Type 2, plus an increase in capability. Type 1 is the highest qualification level.

COMPONENT	SINGLE TYPE	NOTES
DESCRIPTION	The VOST Leader: 1. Supervises overall team operations, just-in-time training (JITT) and the assessment process 2. Compiles and coordinates team information; relays information and recommendations to Incident Command as necessary 3. Ensures the health, safety and performance of team members 4. Coordinates administrative documentation necessary to document hours of support provided by VOST Members	Not Specified
EDUCATION	Not Specified	Not Specified
TRAINING	Completion of the following: 1. IS-42: Social Media in Emergency Management 2. IS-100: Introduction to the Incident Command System, ICS-100 3. IS-200: Basic Incident Command System for Initial Response, ICS-200 4. IS-700: An Introduction to the National Incident Management System 5. IS-800: National Response Framework, An Introduction	The National Incident Management System (NIMS) Training Program defines a national baseline to guide and promote NIMS training. It provides recommendations to assist Authorities Having Jurisdiction (AHJ) in developing their own training plans, tailored to their specific needs

COMPONENT	SINGLE TYPE	NOTES
EXPERIENCE	Knowledge, Skills and Abilities 1. Knowledge of social media platform capabilities 2. Knowledge of cyber security hygiene practices 3. Ability to explore and gather information from all types of social media platforms Experience 1. One year of participation as a VOST Member or management experience, including two years of supervisory experience, in an emergency management agency or public safety agency, or service commensurate with the mission assignment 2. Two years of demonstrable experience using or monitoring social media during crisis or emergency management situations	Not Specified
PHYSICAL/MEDICAL FITNESS	1. Light 2. Is able to work while wearing appropriate Personal Protective Equipment (PPE) 3. Maintains immunizations in accordance with current AHJ requirements	1. The NIMS Guideline for the National Qualification System (NQS) defines Physical/Medical Fitness levels for NIMS positions 2. PPE is mission specific and may vary by working environment; it includes protective footwear, protective clothing for skin exposure, eye and ear protection, respirators, gloves and masks
CURRENCY	Functions in this position during an operational incident, planned event, exercise, drill or simulation at least once every five years	Not Specified
PROFESSIONAL AND TECHNICAL LICENSES AND CERTIFICATIONS	Not Specified	Not Specified

NOTES

1. Nationally typed resources represent the minimum criteria for the associated component and capability.
2. The VOST Leader focuses on publicly available social media and online communications. The position does not engage in hacking-based behaviors or collection of data for investigation purposes.

REFERENCES

1. FEMA, 508: NIMS Virtual Operations Support Team
2. FEMA, 509: Virtual Operations Support Team Administrator
3. FEMA, 509: Virtual Operations Support Team Member
4. FEMA NIMS, October 2017
5. FEMA, NIMS Guideline for the NQS, November 2017
6. FEMA, National Response Framework, October 2019