

FATALITY MANAGEMENT CALL TAKER SPECIALIST

RESOURCE CATEGORY	Medical and Public Health
RESOURCE KIND	Personnel
OVERALL FUNCTION	The Fatality Management (FM) Call Taker Specialist receives incoming calls concerning missing persons and completes the call center paperwork or software
COMPOSITION AND ORDERING SPECIFICATIONS	<ol style="list-style-type: none"> 1. This position can be ordered as a single resource or in conjunction with a NIMS typed team (Fatality Management Victim Information Center Team). 2. Discuss logistics for deploying this position, such as security, lodging, transportation, and meals, prior to deployment 3. This position typically works 6 hours per shift, is self-sustainable for 72 hours, and is deployable for 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	<p>The FM Call Taker Specialist:</p> <ol style="list-style-type: none"> 1. Reports to the FM Information Collection Coordinator 2. Initiates the Authority Having Jurisdiction (AHJ)-approved call center paperwork or software with family members and acquaintances of victims 3. Receives incoming calls reporting missing persons 4. Handles all verbal and written communication about the deceased, next of kin (NOK), and family members with discretion and confidentiality 	Not Specified
EDUCATION	High school diploma or equivalent	The equivalent of a high school diploma is a certificate of high school equivalency.
TRAINING	<p>Completion of the following:</p> <ol style="list-style-type: none"> 1. IS-100: Introduction to the Incident Command System, ICS-100 2. IS-200: Incident Command System for Single Resources and Initial Action Incidents 3. IS-700: National Incident Management System, An Introduction 4. IS-800: National Response Framework, An Introduction 5. Psychological First Aid (PFA) Training (minimum 4 hours) 	Not Specified
EXPERIENCE	<p>Knowledge, Skills, and Abilities:</p> <ol style="list-style-type: none"> 1. Intermediate computer skills, including e-mail, internet, word processing, and spreadsheet proficiency 2. Strong interpersonal skills 3. Ability to handle high call volumes and high-stress calls <p>Experience:</p> <p>Two years of call-taking experience in a call center, dispatch center, or high-volume office setting</p>	Not Specified

Superseded

Position Qualification for Fatality Management Services
Medical and Public Health

COMPONENT	SINGLE TYPE	NOTES
PHYSICAL/MEDICAL FITNESS	1. Performs duties under moderate circumstances characterized by working consecutive 12-hour days under physical and emotional stress for sustained periods of time 2. Maintains immunizations in accordance with the U.S. Department of Health and Human Services Centers for Disease Control and Prevention's (CDC) immunization recommendations	Not Specified
CURRENCY	1. Functions in this position during an operational incident, exercise, drill, or simulation at least once every five years OR currently works in a call center or high volume medical office setting 2. Background checks as applicable law permits or requires	Provider must carry out and use any background checks as applicable law specifies. This may include a background check completed within the past 12 months; a sex-offender registry check; and a local, state, and national driving and criminal history.
PROFESSIONAL AND TECHNICAL LICENSES AND CERTIFICATIONS	Not Specified	Not Specified

Superseded



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NOTES

Nationally typed resources represent the minimum criteria for the associated category.

REFERENCES

1. FEMA, NIMS 508: Fatality Management Victim Information Center Team
2. FEMA, NIMS 509: Fatality Management Information Collection Coordinator
3. FEMA, National Qualification System Guide, November 2017
4. U.S. Department of Health and Human Services, Centers for Disease Control and Prevention (CDC), Immunization Recommendations for Disaster Responders

Superseded