



**FEMA**

POSITION TASK BOOK FOR THE POSITION OF

**ALL-HAZARDS NATIONAL INCIDENT  
MANAGEMENT SYSTEM (NIMS)  
COMPENSATION/CLAIMS UNIT LEADER  
(SINGLE TYPE)**

## COMPENSATION/CLAIMS UNIT LEADER (SINGLE TYPE)

### 1. Competency: Assume position responsibilities

*Description:* Successfully assume the role of Compensation and Claims Unit Leader and initiate position activities at the appropriate time according to the following behaviors

#### 1a. Behavior: Obtain information relevant to position assignment

| TASK  | CODE    | EVALUATION RECORD # | EVALUATOR INITIALS AND DATE |
|---|---------|---------------------|-----------------------------|
| 1. Obtain and review incident medical plan.   | E, F, I |                     |                             |
| 2. Obtain and review necessary documentation: <ul style="list-style-type: none"> <li>● Copy of Delegation of Authority, Letter of Expectation, Letter of Agreement or Memorandum of Understanding (MOU)</li> <li>● Applicable plans and reports</li> <li>● Directories: phone, notification</li> <li>● Written incident status summary</li> <li>● Authorizations: cell phones, rental vehicles, computers</li> </ul>  | E, F, I |                     |                             |
| 3. Receive briefing from the Finance/Administration Section Chief or outgoing Compensation and Claims Unit Leader: <ul style="list-style-type: none"> <li>● Meetings and briefings schedule</li> <li>● Situational assessment</li> <li>● Incident objectives</li> <li>● Strategy</li> <li>● Hazards to incident personnel and public</li> <li>● Agencies/jurisdictions involved</li> <li>● Organizational structure</li> <li>● Resources summary</li> <li>● Logistical needs</li> <li>● Ordering procedures</li> <li>● Incident priorities and status: life safety, incident stabilization, property and environment</li> <li>● Timing and scheduling</li> <li>● Expected products</li> </ul> | E, F, I |                     |                             |

#### 1b. Behavior: Establish or determine organizational structure, resource and staffing needs

| TASK  | CODE    | EVALUATION RECORD # | EVALUATOR INITIALS AND DATE |
|---|---------|---------------------|-----------------------------|
| 4. Evaluate staffing needs required to manage the unit: <ul style="list-style-type: none"> <li>● Ensure consistency with National Incident Management System (NIMS) organizational structure</li> <li>● Identify training opportunities</li> <li>● Ensure use of established procedures for ordering resources</li> <li>● Request appropriate technical specialists to assist with special incident conditions</li> </ul> | E, F, I |                     |                             |
| 5. Utilize unit personnel: <ul style="list-style-type: none"> <li>● Establish appropriate organization and assign roles and responsibilities, while maintaining span of control</li> </ul>  | E, F, I |                     |                             |

#### 1c. Behavior: Ensure readiness for assignment

| TASK   | CODE    | EVALUATION RECORD # | EVALUATOR INITIALS AND DATE |
|--|---------|---------------------|-----------------------------|
| <p>6. Arrive properly equipped at designated time and location and check in according to agency/organization guidelines:</p> <ul style="list-style-type: none"> <li>● Arrive with go-kit and any additional equipment</li> <li>● Carry out check-in procedures and ensure assigned personnel do the same</li> </ul>  | E, F, I |                     |                             |
| <p>7. Obtain complete incident and logistical information:</p> <ul style="list-style-type: none"> <li>● Incident name, number, anticipated duration, size, type, responsibilities and expectations</li> <li>● Reporting time and location</li> <li>● Transportation arrangements and travel routes</li> <li>● Contact procedures during travel (telephone/radio)</li> <li>● Expected working conditions</li> <li>● Personal Protective Equipment (PPE)</li> <li>● Security measures</li> <li>● Updated contact information and information links</li> </ul>  | E, F, I |                     |                             |
| <p>8. Obtain, assemble and prepare information and materials for go-kit. The kit should contain critical items for the assignment and be easily transportable:</p> <ul style="list-style-type: none"> <li>● Supplies: <ul style="list-style-type: none"> <li>○ Office supplies appropriate to the function</li> <li>○ Authority Having Jurisdiction (AHJ) identification badge and qualification card</li> </ul> </li> <li>● Reference materials: <ul style="list-style-type: none"> <li>○ Functional guidelines relative to incident type (agency guidance or other functional guidelines)</li> <li>○ AHJ operations guides or other operational guides</li> </ul> </li> <li>● Position manuals</li> <li>● Forms: <ul style="list-style-type: none"> <li>○ Agency-specific forms appropriate to the function</li> </ul> </li> </ul> | E, F, I |                     |                             |

## 2. Competency: Communicate effectively

*Description:* Use suitable communication techniques to share relevant information with appropriate personnel on a timely basis to accomplish objectives in a potentially rapidly changing environment.

### 2a. Behavior: Ensure the exchange of relevant information during briefings

| TASK  | CODE    | EVALUATION RECORD # | EVALUATOR INITIALS AND DATE |
|---|---------|---------------------|-----------------------------|
| 9. Lead staff briefings and debriefings   | E, F, I |                     |                             |
| 10. Prepare for and participate in briefings: <ul style="list-style-type: none"> <li>● Ensure briefings are accurate, timely and include appropriate personnel</li> <li>● Brief external support organizations</li> <li>● Share and evaluate information</li> </ul> | E, F, I |                     |                             |

### 3. Competency: Lead assigned personnel

*Description:* Influence, lead and direct assigned personnel to accomplish objectives and desired outcomes in a potentially rapidly changing environment.

#### 3a. Behavior: Model leadership values and principles

| TASK  | CODE          | EVALUATION RECORD # | EVALUATOR INITIALS AND DATE |
|---|---------------|---------------------|-----------------------------|
| <b>11.</b> Create a positive work environment: <ul style="list-style-type: none"> <li>● Communicate leader's intent and guidance</li> <li>● Manage unit and its activities effectively</li> <li>● Proactively assume responsibility for the unit and initiate action</li> </ul>   | E, F, I       |                     |                             |
| <b>12.</b> Establish and maintain positive interpersonal and interagency working relationships: <ul style="list-style-type: none"> <li>● Understand scope, roles, responsibilities, jurisdiction and authority of responding agencies</li> </ul>  | E, F, I       |                     |                             |
| <b>13.</b> Exhibit principles of duty, respect and integrity as a leader.   | C, E, F, J, T |                     |                             |
| <b>14.</b> Understand and comply with NIMS/Incident Command System (ICS) concepts and principles: <ul style="list-style-type: none"> <li>● Establish and modify an effective organization based on changing incident and resource conditions</li> <li>● Maintain appropriate span of control</li> <li>● Act as a representative of incident leadership</li> </ul> | E, F, I       |                     |                             |

#### 3b. Behavior: Communicate incident priorities and supervise personnel

| TASK   | CODE    | EVALUATION RECORD # | EVALUATOR INITIALS AND DATE |
|--|---------|---------------------|-----------------------------|
| <b>15.</b> Communicate with assigned personnel: <ul style="list-style-type: none"> <li>● Communicate priorities, objectives, strategies and any changes</li> <li>● Inform personnel of their assigned tasks and expectations</li> <li>● Clearly explain conflict resolution procedures and ensure that personnel understand</li> <li>● Ensure that assigned objectives and expectations for the operational period are reasonable and accurate</li> </ul>  | E, F, I |                     |                             |
| <b>16.</b> Ensure debriefings occur and participate as necessary: <ul style="list-style-type: none"> <li>● Ensure incident situation status information is current and complete</li> </ul>   | E, F, I |                     |                             |
| <b>17.</b> Ensure that staff follows all applicable agency/jurisdiction policies, contracts, standard operating procedures and agreements: <ul style="list-style-type: none"> <li>● Federal, state, local, tribal, territorial and regional relationships, as appropriate</li> <li>● Roles and responsibilities of potential responder agencies</li> <li>● Scope, jurisdiction and authority of potential responder agencies' contingency plans</li> </ul> | E, F, I |                     |                             |

|  |         |  |  |
|--|---------|--|--|
| <b>18. Supervise and hold personnel accountable for executing assigned tasks:</b> <ul style="list-style-type: none"> <li>● Identify and promptly resolve disagreements, issues and misunderstandings</li> <li>● Prioritize work while considering immediate support for incident operations</li> </ul> | E, F, I |  |  |
|--|---------|--|--|

### **3c. Behavior: Ensure the health, safety, welfare and accountability of assigned personnel**

| <b>TASK</b>  | <b>CODE</b> | <b>EVALUATION RECORD #</b> | <b>EVALUATOR INITIALS AND DATE</b> |
|--|-------------|----------------------------|------------------------------------|
| <b>19. Demonstrate knowledge of and comply with relevant health and safety requirements:</b> <ul style="list-style-type: none"> <li>● Direct and oversee unit operations to ensure compliance with health and safety considerations and guidelines</li> <li>● Coordinate with the Safety Officer to ensure that assigned personnel follow safety guidelines</li> </ul>   | E, F, I     |                            |                                    |
| <b>20. Evaluate mental and physical fatigue of assigned personnel:</b> <ul style="list-style-type: none"> <li>● Ensure adequate rest is provided to section personnel</li> </ul>   | E, F, I     |                            |                                    |
| <b>21. Recognize potentially hazardous situations, inform assigned personnel of hazards and take precautions to mitigate risk:</b> <ul style="list-style-type: none"> <li>● Adjust operations in response to hazards, weather and other relevant events</li> </ul>   | E, F, I     |                            |                                    |
| <b>22. Report or explain the procedures for reporting unexpected occurrences, such as fire, death, injury, illness, exposure to pathogens or hazardous materials (HAZMAT), accident, political contact or property loss or damage:</b> <ul style="list-style-type: none"> <li>● Ensure report contains nature of event, location, magnitude, personnel involved and initial action taken (such as helicopter picking up injured or an appropriate subsequent action)</li> <li>● Ensure the protection of Personally Identifiable Information (PII) while reporting</li> <li>● Obtain information from the following sources regarding special hazards, threats or unexpected occurrences: subordinates, personal observation, other incident personnel and off-incident personnel</li> </ul> | E, F, I     |                            |                                    |

### **3d. Behavior: Identify opportunities and meet requirements to provide equal access and reasonable accommodation in all activities**

| <b>TASK</b>  | <b>CODE</b> | <b>EVALUATION RECORD #</b> | <b>EVALUATOR INITIALS AND DATE</b> |
|--|-------------|----------------------------|------------------------------------|
| <b>23. Demonstrate the ability to assess and monitor for physical access, programmatic access and effective communications access.</b> | E, F, I, J  |                            |                                    |
| <b>24. Demonstrate the ability to identify opportunities for universal accessibility.</b>  | E, F, I, J  |                            |                                    |
| <b>25. Provide equal access, disability accommodations and access and functional needs (AFN) accommodations.</b>                       | E, F, I, J  |                            |                                    |

#### 4. Competency: Conduct operations and ensure completion of assigned tasks

*Description:* Identify, analyze and apply relevant situational information and evaluate actions to complete assignments safely and meet identified objectives. Complete actions within established time frame.

##### 4a. Behavior: Set the unit priorities

| TASK   | CODE    | EVALUATION RECORD # | EVALUATOR INITIALS AND DATE |
|--|---------|---------------------|-----------------------------|
| 26. Analyze work assignments and staffing levels to ensure achievement of unit objectives.   | E, F, I |                     |                             |
| 27. Attend and participate in strategy meetings as necessary: <ul style="list-style-type: none"> <li>● Assess organizational needs</li> <li>● Identify additional resource needs</li> <li>● Identify critical factors to ensure unit success</li> <li>● Prioritize incident and unit objectives</li> </ul> | E, F, I |                     |                             |
| 28. Disseminate priorities and expected completion timelines to staff.   | E, F, I |                     |                             |
| 29. Hold staff accountable for communicated priorities and deadlines.  | E, F, I |                     |                             |

##### 4b. Behavior: Develop and implement plans

| TASK   | CODE    | EVALUATION RECORD # | EVALUATOR INITIALS AND DATE |
|--|---------|---------------------|-----------------------------|
| 30. Approve completed plans: <ul style="list-style-type: none"> <li>● Ensure plans are complete, accurate, realistically attainable and relevant to the incident objectives</li> </ul>   | E, F, I |                     |                             |
| 31. Participate in the planning process: <ul style="list-style-type: none"> <li>● Prepare for and participate in planning meetings <ul style="list-style-type: none"> <li>○ Assist in the development of plans, as necessary: <ul style="list-style-type: none"> <li>○ Long-range</li> <li>○ Strategic</li> <li>○ Contingency</li> <li>○ Demobilization</li> <li>○ Continuity of Operations Plan (COOP)</li> </ul> </li> </ul> </li> </ul>   | E, F, I |                     |                             |
| 32. Review, validate and modify plans: <ul style="list-style-type: none"> <li>● Analyze alternate strategies and explain decisions</li> <li>● Validate or revise unit objectives</li> <li>● Review information covering health and safety principles, known hazards and importance of all periods</li> <li>● Validate unit organizational structure</li> <li>● Validate unit resource assignments</li> <li>● Review reserve resources</li> <li>● Evaluate immediate support needs</li> </ul> | E, F, I |                     |                             |

##### 4c. Behavior: Coordinate with all appropriate personnel and stakeholders

| TASK   | CODE    | EVALUATION RECORD # | EVALUATOR INITIALS AND DATE |
|--|---------|---------------------|-----------------------------|
| 33. Coordinate cost data with the Cost Unit. | E, F, I |                     |                             |

|   |         |  |  |
|---|---------|--|--|
| <b>34.</b> Coordinate with the Safety Officer: <ul style="list-style-type: none"> <li>● Provide liaison with Occupational Safety and Health Administration (OSHA)</li> <li>● Ensure appropriate level of PPE and ensure that personnel receive training on its use</li> <li>● Determine accident trends and provide analysis of injuries</li> </ul> | E, F, I |  |  |
| <b>35.</b> Establish contact with the Liaison Officer or department/agency representatives.   | E, F, I |  |  |
| <b>36.</b> Establish effective relationships and coordinate with incident personnel: <ul style="list-style-type: none"> <li>● IMT personnel</li> <li>● Other supporting personnel</li> </ul>  | E, F, I |  |  |
| <b>37.</b> Establish effective relationships with stakeholders and partners in the impacted jurisdiction(s).  | E, F, I |  |  |
| <b>38.</b> Establish procedures with the Medical Unit Leader or appropriate personnel to facilitate prompt notification of injuries and deaths.   | E, F, I |  |  |

**4d. Behavior: Apply agency policy, contracts and agreements**

| TASK  | CODE    | EVALUATION RECORD # | EVALUATOR INITIALS AND DATE |
|---|---------|---------------------|-----------------------------|
| <b>39.</b> Complete all work according to organization/agency direction, policy and incident objectives: <ul style="list-style-type: none"> <li>● Ensure that personnel complete all documentation requirements according to organization/agency direction, policy and incident objectives</li> </ul> | E, F, I |                     |                             |
| <b>40.</b> Demonstrate knowledge of and apply relevant legal, regulatory and fiscal constraints.  | E, F, I |                     |                             |

**4e. Behavior: Ensure documentation is complete**

| TASK   | CODE    | EVALUATION RECORD # | EVALUATOR INITIALS AND DATE |
|--|---------|---------------------|-----------------------------|
| <b>41.</b> Ensure the protection of PII.   | E, F, I |                     |                             |
| <b>42.</b> Maintain and collect personal records related to incident: <ul style="list-style-type: none"> <li>● Time sheets</li> <li>● Rental records</li> <li>● Accident forms</li> <li>● Property records</li> <li>● Equipment time records</li> <li>● Receipts</li> </ul>  | E, F, I |                     |                             |
| <b>43.</b> Maintain and submit incident records for events, personnel, equipment, supplies and other data for incident management needs: <ul style="list-style-type: none"> <li>● Property loss/damage reports</li> <li>● Agency-required incident reports</li> <li>● Activity log</li> <li>● Changes in strategy and tactics</li> </ul> | E, F, I |                     |                             |
| <b>44.</b> Review documents for accuracy, timeliness and appropriate distribution.   | E, F, I |                     |                             |



**4f. Behavior: Determine compensation and claims processes and procedures**

| <b>TASK</b>  | <b>CODE</b> | <b>EVALUATION RECORD #</b> | <b>EVALUATOR INITIALS AND DATE</b> |
|--|-------------|----------------------------|------------------------------------|
| 45. Arrange for notification of next of kin for serious injuries and deaths, working with the affected individual's supervisor.  | E, F, I     |                            |                                    |
| 46. Ensure that electronic and hard copies of compensation and claims policies, procedures and reference materials are accessible.   | E, F, I     |                            |                                    |
| 47. Evaluate and analyze information regarding compensation and claims requests.   | E, F, I     |                            |                                    |
| 48. Monitor and report on status of hospitalized personnel.  | E, F, I     |                            |                                    |
| 49. Provide programmatic and operational technical assistance to internal and external stakeholders: <ul style="list-style-type: none"> <li>● Insurance guidance</li> <li>● Risk management</li> <br/> <li>● Process and procedures for reporting claims</li> <li>● Workers' compensation expertise</li> </ul> |             |                            |                                    |

**4g. Behavior: Administer Compensation and Claims**

| <b>TASK</b>   | <b>CODE</b> | <b>EVALUATION RECORD #</b> | <b>EVALUATOR INITIALS AND DATE</b> |
|---|-------------|----------------------------|------------------------------------|
| 50. Determine accidents and injuries to date and maintain log of all injuries that occur during the incident.   | E, F, I     |                            |                                    |
| 51. Determine status of injury/accident investigations.   | E, F, I     |                            |                                    |
| 52. Ensure completion of written authority for persons requiring medical treatment.   | E, F, I     |                            |                                    |
| 53. Establish procedure for identifying and documenting potential claims.   | E, F, I     |                            |                                    |
| 54. Maintain copies of HAZMAT and other medical debriefings and include them in the final incident package.   | E, F, I     |                            |                                    |
| 55. Maintain sensitive paperwork in accordance with the Health Insurance Portability and Accountability Act (HIPAA) and other pertinent laws and regulations. | E, F, I     |                            |                                    |
| 56. Participate with injury/accident investigation teams.   | E, F, I     |                            |                                    |
| 57. Provide the correct billing forms to medical facilities.  | E, F, I     |                            |                                    |
| 58. Review all statements from witnesses, Safety Officer, Medical Unit and appropriate personnel for completeness and accuracy.                               | E, F, I     |                            |                                    |
| 59. Review volunteer registration process to ensure it captures the necessary information for potential compensation and claims issues.                       | E, F, I     |                            |                                    |

## 5. Competency: Prepare for demobilization/transfer

*Description:* Demobilize position and transfer position duties.

### 5a. Behavior: Transfer position duties while ensuring continuity

| TASK  | CODE    | EVALUATION RECORD # | EVALUATOR INITIALS AND DATE |
|---|---------|---------------------|-----------------------------|
| <b>60.</b> Complete all necessary reports and narratives following common standards before turnover: <ul style="list-style-type: none"> <li>● Activity log</li> <li>● Shift change</li> <li>● End of operational period</li> <li>● Reassignment</li> <li>● Deactivation/demobilization</li> </ul>   | E, F, I |                     |                             |
| <b>61.</b> Complete the process for demobilizing position responsibilities: <ul style="list-style-type: none"> <li>● Brief and provide complete and accurate records to relief personnel</li> <li>● Discuss equipment release considerations</li> <li>● Provide information to supervisor to assist with decisions on release priorities</li> <li>● Coordinate with appropriate partners regarding demobilization procedures</li> <li>● Brief personnel on demobilization responsibilities</li> <li>● Ensure personnel demobilize in a timely and complete manner</li> <li>● Emphasize safety and accountability during this phase of operations</li> </ul> | E, F, I |                     |                             |
| <b>62.</b> Coordinate an efficient transfer of position duties when deactivating or demobilizing resources: <ul style="list-style-type: none"> <li>● Inform assigned personnel</li> <li>● Notify incoming personnel when and where transition of positions will occur</li> <li>● Conduct transition effectively</li> <li>● Document follow-up action and submit to agency representative</li> </ul>   | E, F, I |                     |                             |
| <b>63.</b> Participate in transition or incident closeout: <ul style="list-style-type: none"> <li>● Conduct debriefings with agency administrator(s) as requested</li> <li>● Close out incident as appropriate for the AHJ</li> </ul>   | E, F, I |                     |                             |

### 5b. Behavior: Plan for demobilization and ensure staff follow demobilization process

| TASK   | CODE    | EVALUATION RECORD # | EVALUATOR INITIALS AND DATE |
|--|---------|---------------------|-----------------------------|
| <b>64.</b> Participate in the development, approval and implementation of the demobilization plan: <ul style="list-style-type: none"> <li>● Coordinate with appropriate partners regarding demobilization procedures</li> <li>● Coordinate needs and responsibilities</li> </ul> | E, F, I |                     |                             |