

Does Not Apply to Redcard Qualifications

Interagency Wildland Fire Career Dispatcher Development Curriculum - Desired Skills/Competencies

August 17, 2016

IA Dispatcher

Desired competencies for wildland fire Initial Attack Dispatcher include the following:

Communications

1. Operate consoles and related communications equipment efficiently during emergency operations. [20](#)
2. Communicate with aircraft crews on mission orders, changes in mission and flight following. [2,7,11,25](#)
3. Communicate with wildland fire resources to provide mission orders, tracking and accountability. [7,11,22](#)
4. Receives request from the field for spot weather forecasts and broadcasts responses from the NWS. [7,23,26](#)
5. Monitor and communicate with field personnel conducting prescribed fire. [7](#)
6. Broadcasts changes in weather as received (Red Flag warnings/fire weather watches/severe weather warnings). [7,23,26](#)
7. Answers phone/email requests and routes appropriately. [20](#)
8. Documents and conducts shift change and dispatch floor briefings. [7,11](#)
9. Receives initial fire and incident reports from a variety of sources; responds appropriately. [3,7,20](#)
10. Coordinates response with neighboring dispatch centers. [2,7,11,20,25](#)

Ordering Processes

1. Receives, processes and tracks aircraft, equipment, supplies and personnel orders to conclusion. [2,11,21](#)
2. Creates equipment and supply numbers (E# and S#'s) at time of mobilization of contracted resources. [21](#)
3. Uses Dispatch Priority Lists in accordance with policy. [21](#)
4. Provides the initial oversight of incident purchasing and support requests. [6,24,25](#)
5. Utilizes the Service & Supply Plan to support incidents and local needs. [21](#)

Operational Skills

1. From system of record able to accurately pull and distribute weather reports using approved agency methods (radio, txt message, email, web posting, etc.). [20](#)
2. Utilizes closest forces concept for initial and extended attack mobilization. [7,26](#)
3. Concisely provides information to responding resources of the 'potential values at risk' including wilderness, heritage sites, T&E areas, WUI issues and retardant avoidance zones. [7](#)
4. Notifies military contacts from the AP1B to de-conflict Military Training Routes. [7,25](#)
5. Reviews the Airspace Hazard Map and transmits known hazards to affected resources. [7](#)
6. Creates flight strips, document changes and transmits the information to other centers when needed. [7,25](#)
7. When required facilitates smoke monitoring real time reports to external parties. [20](#)
8. Recognizes the potential need for contingency resources and ensures they are place. [7](#)
9. Processes and tracks resource requests in ROSS/IROC for incident needs. [6,21](#)
10. Arranges documents and updates travel itinerary for mobilization/demobilization of incident resources. [6](#)
11. Gathers minimum data elements required by CAD to determine initial response based on run cards. [3,7](#)
12. Dispatches resources based on inputs from IC/duty officer and knowledge of local conditions. [3,7](#)
13. Timely and accurately documents all actions taken on the incident to conclusion. [3,7](#)
14. Gathers current fire/resource situational information and reports as appropriate in systems of record. [7](#)

Computer Skills – Must be proficient in common wildland fire software applications including: (ROSS/CAD/WIMS, SIT209, AFF, etc.) [3,4,7,20, and 21](#)

General

1. Has a basic knowledge of fire business management practices. [24](#)
2. Can effectively communicate orally and in writing. [14,15](#)
3. Able to prioritize and execute multiple tasks simultaneously. [7,20](#)
4. Ability to recognize overload and critical stress triggers and elevate concerns to supervisor. [28,29,31](#)

Assistant Center Manager

In addition to the desired competencies for wildland fire Initial Attack Dispatcher the Assistant Center Manager should have these competencies:

Communications

1. Coordinate and collaborate with interagency partners. [12](#), [16](#), [18](#)
2. Maintain positive relationships with interagency center personnel. [12](#), [16](#), [18](#)
3. Serve as conduit between center personnel and their supervisors of record. [12](#), [16](#), [18](#)

Ordering Processes

1. Verifies financial incident coding (Federal / State) is in compliance with interagency incident business guidelines. [6](#), [24](#)
2. Oversees and verifies accuracy of employee's work. [6](#), [24](#)

Operational Skills

1. Sets up and manages expanded dispatch to process IMT requests and support ongoing incidents. [6](#), [8](#)
2. Prepares and presents briefings to incident management teams and LMAC/GMAC. [13](#), [18](#)
3. Reviews daily NFDRS indices and recommends the preparedness levels. [19](#)
4. Ensures staffing levels are commensurate with ongoing and anticipated workload. [20](#)
5. Oversees logistics and transportation function. [6](#), [8](#)
6. Oversees local mobilization or staging centers when established. [20](#)
7. Coordinates with the Buying Team. [6](#), [8](#), [24](#)
8. Creates TFRs and orders temporary towers from FAA.
9. Coordinates, communicates with and oversees infrared (IR) aviation operations. [27](#)
10. Manages staff stress in a hectic environment and recognizes critical incident stress triggers displayed by staff; applies appropriate mitigation steps, alerts Center Manager as appropriate. [28](#), [29](#), [31](#)
11. Proactively identifies and mitigates problems resulting from political, operational and environmental issues. [28](#), [29](#), [31](#)

Computer Skills

1. Uses expert knowledge to assist Initial Attack Dispatchers to solve problems or instruct. [4](#)

General

1. Maintains dispatch "kits" of pre-staged computers and supplies for expanded dispatch operations. [20](#)
2. Provides training and support to local dispatch workforce. [18](#), [20](#)
3. Implements and maintains knowledge of policy, guidance and services defined by agreements, MOUs, AOPs and plans. [1](#), [32](#)
4. Maintains the Continuity of Operations Plan (COOP) for the office. [5](#), [32](#)
5. Receives and facilitates updates to various plans and guides. [1](#), [20](#)
6. Prepares end-of-year reports, prepares ad-hoc reports and prepares dispatch records for archiving. [20](#), [21](#)

Center Manager

In addition to the knowledge of all skills required of an assistant center manager the Center Manager should have the abilities to:

Communications

1. Facilitates LMAC, Board of Directors or Coordinating Group collaboration and coordination. [13](#), [17](#)
2. Attends IMT in-briefs and out-briefs, planning and team transition meetings. [8](#), [13](#), [17](#)
3. Clearly articulates leader's intent to dispatch center staff. [17](#), [20](#)

Ordering Processes

1. Effectively works with local large incidents, neighboring dispatch centers and the GACC to facilitate resource coordination and prioritization. [8](#), [20](#)

Operational Skills

1. Manages staff stress in a hectic environment and provides for health and welfare of employees in center to include recognition of critical incident stress triggers, mitigation methods and rapid response situations. [28](#), [29](#), [31](#)
2. Proactively identifies and mitigates problems resulting from political, operational and environmental issues. [1](#), [5](#), [9](#), [20](#), [27](#), [29](#), [31](#)

Computer Skills

1. Assist with issues on all programs used in the Center. [20](#)
2. Monitors usage of computer access accounts. [20](#)

General

1. Verifies that documentation is accurate and complete for cooperator/contractor usage on fire payments/billings. [20](#), [31](#)
2. Follows agency FOIA and intergovernmental information request processes and procedures. [10](#)
3. Manages dispatch budget and identifies fair share funding processes and opportunities. [20](#), [32](#)
4. Provides input to agreements, MOUs, AOPs and governing documents for the center. [1](#)
5. Principal point of contact for policy, guidance and services provided by the center. [20](#)
6. Ensures plans and guides are updated and accurate and forwards for approval to appropriate authorities (e.g. Continuity of Operations Plans (COOP), mobilization guides, ISSP, LIDOG, etc.). [1](#), [5](#), [32](#)
7. Provides operational leadership and supervision for interagency center staff. [17](#)

Interagency Wildland Fire Career Dispatch Core Competency Curriculum
Does Not Apply to Redcard Qualifications¹

	Initial Attack	Assistant Center Manager	Center Manager	Courses	Delivery Options			Dispatcher	Assistant Center Manager	Center Manager
					OJT	On-Line	Classroom			
1		ACM G-3, 5	CM O-2, G-4, 6	Agreements						X
2	IA OP-1, C-2 C-10	ACM O-8		Aircraft (IAT)		X	X	X	X	X
3	IA O-11, 12, 13, C-9, CS			CADS (w/simulation)	X	X	X	X	X	X
4	IA CS	CSM CS-1	CM CS-1	Computer Skills (AgLearn, DOI equivalent)	X	X		X	X	X
5		ACM G-4	CM O-2, G-6	COOP		X	X			X
6	IA OP-4, O-9, 10	ACM OP-1, 2, O-1, 5, 7		D310 Support Dispatcher			X		X	X
7	IA C-2-6, 8-10, IA O-2-6, 8, 11-14, CS, G-3	ACM O-8, 9		D313 IA/Aircraft/Radio ²	X		X	X	X	X
8		ACM O-1, 5, 7	CM C-2, OP-1	D510			X			X
9			CM O-2	ESF4 FEMA National Response Plan (IS700/800)		X				X
10			CM G-2	FOIA-Incident Records (NWCG)		X	X			
11	IA C-2, 3, 8, 11 OP-1			I100/200 ICS		X	X	X	X	X
12		ACM C-1-3,		I300 Intermediate ICS		X			X	X
13		ACM O-2	CM C-1,2	I400/401 MAC Groups		X	X			X
14	IA G-2			L180 Human Factors		X	X	X	X	X
15	IA G-2			L280 Followership to Leadership			X	X	X	X
16		ACM C-1-3,		L380 Fireline Leadership			X		X	X
17			CM C-1-3, G-7	L480/ 580 Org. Leadership/ Leadership in Action			X			X
18		ACM C-1-3, O-2, G-2		M410 Facilitative Instructor			X		X	X
19		ACM O-3		S491 NFDRS			X		X	X
20	IA C-1, C-7-10, O-1, CS, G-3	ACM O-4, 6, G-1, 2, 5, 6	CM OP-1, CS-2, G-1, 3, 5	OJT	X					
21	IA OP-1-3, 5 O-9, CS	ACM G-6		ROSS or D110	X		X	X	X	X
22	IA C-3, O-3			S130 Basic Firefighter		X	X	X	X	X
23	IA C-4, 6			S190 Intro to wildland fire behavior			X	X	X	X
24	IA OP-4, G-1	ACM OP-1 ,2, O-7		S260 Incident Business Management		X	X	X	X	X
25	IA C-10, OP-4, C-2, O-4-6			S270 Basic Air Operations	X	X	X		X	X
26	IA C-4, 6, O-1			S290 Intermediate Fire Behavior		X	X		X	X
27			CM O-2	SAR Policy/Orientation						X

¹ Competencies can be obtained through OJT. Utilize competency checklist to document. NWCG courses listed can be used in lieu of OJT to obtain the competencies.

² Contains course material currently offered in D311/D312. Expected offering date for D313 is 2017.

	Initial Attack	Assistant Center Manager	Center Manager	Courses	Delivery Options			Dispatcher	Assistant Center Manager	Center Manager
					OJT	On-Line	Classroom			
28	IA G-3, G-4	ACM O-10, 11, G-7	CM O-1, G-8	Stress Management (Ag Learn, DOI equiv.)		x	x	x	x	x
29	G-4	ACM O-10, 11, G-7	CM O-1,2, G-8	TCOOO Taking Care of Own			x			x
30	IA CS			Weather/ WIMS/ Entry NFDRS	x			x	x	x
31	G-4	ACM O-10, 11	CM O-1,2	YWNSA You will not Stand Alone			x		x	x
32		ACM G-3, 4, G-7	CM G-1, 3-6, G-8	M581 Fire Program Management		x	x		x	x