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Emergency Responders Upskilling System for Enhanced Resilience and Innovation

WP1 Mapping and Validation
of Competencies

D1.2 ENSURE ESCO Profiles

May 2025

ENSURE



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ABSTRACT

D1.2 presents the formalized ESCO-compatible occupational profiles developed through the ENSURE project's comprehensive validation process. Building directly on the validated skills framework established in D1.1, this document provides complete and structured definitions of four new sub-profiles: Disaster Response Technologist (5411.1.5), Community Resilience and Engagement Officer (5419.6.1), International Disaster Response Coordinator (5411.1.6), and Mental Health and Resilience Trainer for Emergency Services (5419.6.2).

Each profile is presented in full ESCO-compliant format, including standardized descriptions, alternative labels, essential and optional skills and competences, and associated knowledge requirements. The profiles address critical gaps identified in D1.1's multi-phase validation process, which involved over 150 experts across European countries and employed desktop analysis, stakeholder surveys, collaborative workshops, and scenario-based validation to ensure practical relevance and operational applicability.

The Disaster Response Technologist profile emphasizes technological integration and data-driven decision support for emergency operations. The Community Resilience and Engagement Officer focuses on building community preparedness and inclusive disaster response capabilities. The International Disaster Response Coordinator addresses the growing need for cross-border emergency coordination and multinational team leadership. The Mental Health and Resilience Trainer for Emergency Services responds to the validated priority of psychological preparedness and sustainable responder wellbeing.

All profiles maintain strict compatibility with ESCO v1.2 taxonomy structures while introducing contextually appropriate new skills and knowledge areas where existing classifications proved insufficient. The systematic contextualization approach ensures these specialized emergency response competencies integrate seamlessly within the broader European skills framework, supporting workforce mobility, professional recognition, and standardized training development. These profiles provide an adaptable foundation for addressing evolving emergency response challenges while establishing clear pathways for continuous professional development in critical public safety roles.

1 Introduction

In this chapter, the purpose, the scope and the methodology used for designing the ENSURE ESCO profiles are detailed.

1.1 Context

The common changes in climate across Europe, as seen across various reports and studies, include an increase in average temperatures and changes in precipitation patterns, which are indicative of global warming trends. These changes have led to various environmental and societal impacts, including increased frequency of extreme weather events such as heatwaves, droughts, and floods.

Technologically, the main issues include improving network performance, scalability, capacity, and efficiency, particularly for infrastructure-less forms like mobile ad-hoc networks and wireless mesh networks. These are crucial for ensuring that communication remains uninterrupted during emergencies.

Sociologically, the challenges encompass managing communications within and between groups, especially in high-stress situations where trust and security are paramount. The emotional state of the affected population can significantly impact the effectiveness of communication. Issues of trust, security, and the dissemination of information are critical and problematic, especially in unfamiliar settings where fear and stress are exacerbated by the lack of information. Furthermore, technology adoption can be hindered by resource constraints, which limit the ability to purchase, upgrade, and train for new systems. Organizationally, Firefighters and Emergency Responders often struggle with the shift from hierarchical to more flat, dynamic, ad-hoc structures, which are typical in post-disaster situations. This shift can create information gaps and reduce efficiency, suggesting a need for a hybrid model that combines hierarchical and flat organizational structures for optimal response.

While upskilling for disaster response capacity is necessary, current formal taxonomies used for training (ESCO 5411 Firefighters) are still too generic. ENSURE argues that ESCO profiles relevant to Firefighters and Emergency responders include foundational competences, that they largely focus on traditional firefighting roles. Yet, they provide limited reference to advanced technology, international collaboration, mental health, or community engagement skills. The latter are key pillars (**DRC - Disaster Response Skills**) of the ENSURE proposal for enhancement of current skills sets (figure 1).

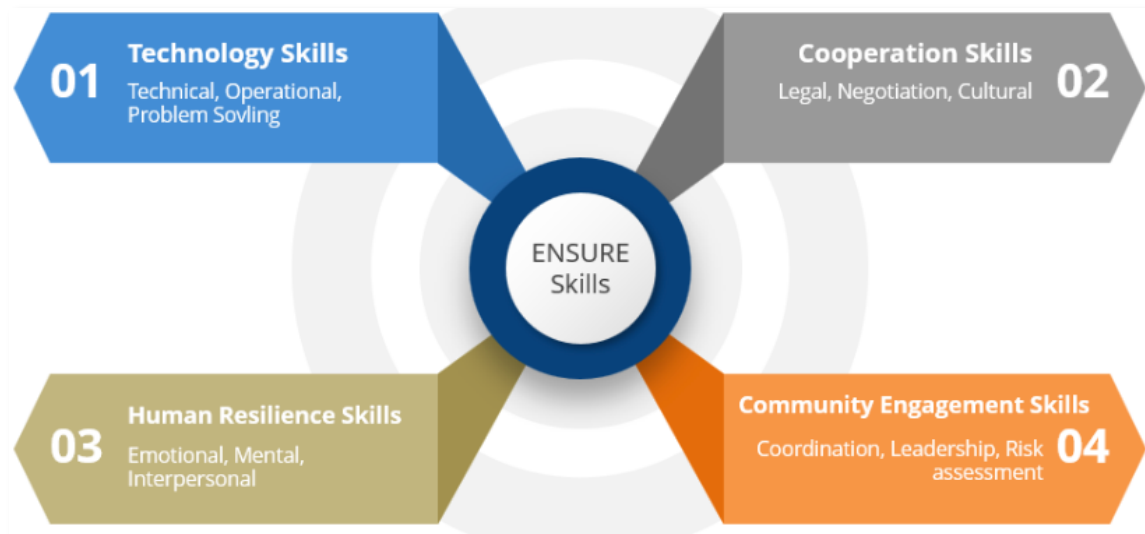


Figure 1. The DRC skills categories of ENSURE

1.2 Scope

ENSURE focuses on identifying and validating the DRC competences necessary for effective disaster response (with a primary focus on Firefighters and secondarily on Emergency Responders), particularly within the context of the European Skills, Competences, Qualifications, and Occupations (ESCO) framework.

Within WP1, the project systematically identified, categorized, and validated a comprehensive set of DRC. The goal was to identify not only core DRC competences but also future anticipated skills. Gap identification feeds the process of designing 4 new ESCO sub-profiles of the ESCO 5411.1 Firefighter profile:

1. Disaster Response Technologist (DRT),
2. International Disaster Response Coordinator (IDRC),
3. Community Resilience and Engagement Officer (CREO) and
4. Mental Health and Resilience Trainer for Emergency Services (MHRTES)

The scope of this deliverable is to present these profiles.

1.3 Data used

The tools used to gather the appropriate information included several distinct steps:

- **Desktop Analysis.** The first step involved a desktop review, which served as the foundation for the entire process. This phase included an in-depth analysis of existing frameworks, guidelines, and literature to identify the current state of disaster response competences. This step

produced a gap analysis and identified an initial set of skills that were missing from existing ESCO profiles.

- Enhancement.** The second step involved the deployment of a questionnaire to gather stakeholder input from experts. The questionnaire was designed to validate the findings of the desktop review and uncover additional competences that may not have been previously highlighted. The ‘Skills Group, Skills, Narrow skills’ organization was introduced. The results of this step provided critical insights: the top 5 skills for each DRC category (prioritisation) and the most important skills per profile proposed by the project (mapping).
- 1st round of Validation** used a collaborative workshop method during the live meeting Patras, Greece, in February 2025. The goal was to validate and refine the results of step 3 (Task 1.2). This process involved live sessions with panels of experts, ensuring a collaborative and iterative approach to validation. During the first session, participants reviewed and discussed the proposed skills, providing feedback on their clarity, relevance, and practical application. In the second session, experts re assessed the refined framework, reaching a consensus on its final form. The prioritisation of the top 5 skills per DRC category was validated, skills were described using keywords and sub skills were detailed.
- 2nd round of Validation** took place online, with two Use Cases that were specifically designed so as to assess which of the top skills validated in previous rounds were scenario-appropriate.

Table 1 summarises the process.

Step	Method	Result
Desktop Analysis	Bibliographic survey Over than 35 EU and international frameworks analysed	Baseline Initial Skills set for the two target profiles
Enhancement Survey	Online 150 experts	Prioritisation and Mapping Prioritisation (top 5 skills for each of the 4 DRC skills categories, identification of new skills, top skills per profile)
1 st Round of Validation	Validation Workshop, 30 experts	Validation and Refinement Skills description and subskills definition

2 nd Round of Validation	Online Expert Case Study validation, 17 experts	Definition of scenario specific skills
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Table 1. Methodology for the prioritisation and validation of skills

Based on the results (detailed in D1.1 ENSURE Skill Set), ENSURE systematically derived the essential information for designing the new ESCO profiles. The multi-phase validation process provided the necessary robust foundation for designing the new profiles.

All references are made to ESCO v 1.2.0.

1.4 Contextualisation approach

The contextualization process in ENSURE leverages the consolidated outputs of Deliverable D1.1 and ESCO v1.2 to identify and define the most relevant skills for each of the four proposed sub-profiles—DRT, IDRC, CREO, and MHRITES. From D1.1, the project uses three key inputs: (1) a shortlist of high-priority skills mapped per sub-profile, (2) detailed skill descriptions and associated sub-skills, and (3) qualitative scenario-based indications of skill applicability. These are cross-referenced with ESCO v1.2 to identify additional, structurally compatible skills that, while not specific to emergency response, provide foundational competencies.

The contextualization methodology follows a systematic five-step process. First, the team analyzed the validated skill priorities from D1.1, where survey respondents and workshop participants had identified the top five skills for each DRC category (Technical, Cooperation, Human Resilience, and Community Engagement). These priorities were then mapped to specific sub-profiles based on operational relevance and frequency of use. Second, each prioritized skill underwent semantic analysis to identify corresponding concepts within the ESCO taxonomy. This involved searching for related terms, examining skill hierarchies, and identifying broader skill categories that could encompass the specialized emergency response competencies.

Third, the adaptation phase involved translating generic ESCO skills into disaster-specific contexts. This process drew heavily on the scenario-based validation from D1.1, where experts had indicated how skills function differently in urban fires versus earthquakes, or in cross-border versus local operations. For instance, the generic ESCO skill "use different communication channels" is contextualized for the CREO profile as "manage crisis communication channels," with specific reference to emergency broadcast systems, social media monitoring during disasters, and multi-platform coordination for public alerts. Similarly, the broad skill "coordinate with other emergency services" is refined for the IDRC profile to become "coordinate multi-agency international operations," incorporating elements of diplomatic liaison, cross-border protocols, and multinational team management.

Fourth, the narrowing process utilized the sub-skill definitions developed during the D1.1 validation workshop. Each contextualized skill was decomposed into specific, observable, and trainable components. For example, "conduct disaster preparedness training for communities" was broken down into sub-skills such as "facilitate community evacuation practice sessions," "deliver safety equipment instruction to civilians," and "coordinate emergency procedure rehearsals." This granularity ensures that the skills are not only conceptually sound but also practically implementable in training programs.

Finally, the integration phase ensured ESCO compatibility by maintaining proper linkages to broader skills, assigning appropriate reusability levels (sector-specific, cross-sector, or occupation-specific), and categorizing skills within ESCO's knowledge groups. Each skill description follows ESCO's standard format, including clear action verbs, specific contexts, and measurable outcomes. The contextualization is grounded in the internal logic of the ESCO framework and the practical insights encoded in D1.1, ensuring that while the profiles address specialized disaster response needs, they remain fully integrated within the European skills taxonomy, facilitating recognition, mobility, and standardization across EU member states.

The contextualization is not merely a linguistic exercise but a substantive transformation that captures the operational realities of modern disaster response.

1.5 Depiction of new skills and knowledge

The new skills and knowledge identified for each sub-profile are detailed in Annexes I and II, following ESCO's standardized documentation format. This dual-annex structure is designed so as both the practical competencies (skills) and theoretical foundations (knowledge) necessary for each sub-profile are fully documented. The standardized format facilitates multiple purposes: it enables training providers to develop targeted curricula, allows assessment bodies to create appropriate evaluation criteria, supports mutual recognition across EU member states, and provides clear guidance for professionals seeking to develop these specialized competencies. ESCO compatibility is kept disaster response-specific requirements are captured. The annexes serve as a reference for implementing the four new sub-profiles within educational programs, professional development initiatives, and workforce planning efforts.

Annex I presents the detailed definitions for all new skills across the four sub-profiles. Each skill entry is organized in a tabular format containing six essential elements. The skill name provides the precise terminology used within the profile, while the skill type confirms its classification as a skill rather than knowledge or competence. The description field offers a comprehensive explanation of what the skill entails, including specific actions, contexts, and expected outcomes. The reusability level indicates

whether the skill is sector-specific to emergency response, occupation-specific to the particular sub-profile, or cross-sectoral with broader applications. The skill knowledge group classification aligns each skill with ESCO's established categories such as "Communication, collaboration and creativity," "Management skills," or "Information skills," ensuring proper integration within the taxonomy. Finally, the links to broader skills field establishes connections to existing ESCO skills, demonstrating how the new specialized competencies build upon or relate to established capabilities in the framework.

Annex II follows a similar structure for knowledge definitions, adapting the format to capture the theoretical and conceptual understanding required for each role. The knowledge entries maintain the same organizational logic with five key fields: knowledge name, skill type (specified as "knowledge"), comprehensive description, reusability level, and skill knowledge group. The descriptions for knowledge items emphasize understanding, awareness, and theoretical frameworks rather than practical application, distinguishing them clearly from skills. The skill knowledge groups for knowledge items map to ESCO's academic and professional domains, such as "Social sciences, journalism and information," "Health and welfare," or "Natural sciences, mathematics and statistics."

1.6 Relationship structure: skills and knowledge

The new skills and knowledge items developed for the ENSURE sub-profiles follow ESCO's relational structure, establishing clear connections between skills, knowledge domains, and broader taxonomic categories:

- **Skills to Skills Groups:** Skills maintain many-to-many (N:N) relationships with Skills Groups. Multi categorization is purposeful and useful, as it allows ESCO users to approach skills from different perspectives. A management skill can be simultaneously transversal because it applies to many sectors and occupations, while remaining specialized in management. This system provides greater flexibility in matching skills with specific needs and contributes to a more effective labor market and educational system.
- **Skills to Sector Classification:** The newly developed skills demonstrate varying levels of reusability across professional contexts. Sector-specific skills (approximately 70% of new skills) are specialized for emergency response and disaster management contexts but may transfer to related safety and security fields. Cross-sector skills (approximately 25% of new skills) represent competencies applicable across multiple professional domains, such as crisis communication and partnership building. Occupation-specific skills (approximately 5% of new skills) are highly specialized capabilities unique to the individual sub-profiles, particularly in advanced technological applications.

- **Skills-to-Knowledge Mapping:** Individual skills maintain many-to-many (N:N) relationships with knowledge domains, recognizing that practical competencies require integrated understanding from multiple theoretical foundations. For instance, drone operations skills require knowledge from unmanned aerial systems, emergency field data integration, and environmental hazard assessment domains.
- **Knowledge Domain Structure:** The knowledge items follow a hierarchical one-to-many (1:N) relationship with ESCO's knowledge classification system, where each knowledge domain maps to a specific academic field category.

1.7 Future development and implementation pathway

This deliverable represents a foundational framework for enhancing emergency response capabilities through specialized occupational profiles within the ESCO taxonomy. The four sub-profiles presented here—Disaster Response Technologist, International Disaster Response Coordinator, Community Resilience and Engagement Officer, and Mental Health and Resilience Trainer for Emergency Services—are grounded in comprehensive validation research involving over 150 practitioners and experts across multiple European countries. While these profiles provide a robust starting point based on current operational needs and emerging challenges identified through systematic gap analysis, they are designed as dynamic frameworks that can evolve with changing technological, environmental, and societal demands.

The structured approach taken in this work, combining desktop analysis with multi-round stakeholder validation, establishes a methodological foundation that can be replicated and expanded to address additional specialized roles within emergency response and related safety sectors. Future implementation phases will benefit from pilot testing these profiles in real training environments, refining the skills and knowledge specifications based on operational feedback, and developing comprehensive assessment criteria. The ESCO-compatible format ensures these profiles can be readily integrated into existing European qualification frameworks, supporting workforce mobility, professional recognition, and standardized training development across member states. As the emergency response landscape continues to evolve, particularly in response to climate change and technological advancement, these profiles provide an adaptable foundation for continuous professional development and capacity building in critical public safety roles.

1.8 Document Organisation

The structure of the deliverable is as follows:

1. Chapter 2 describes the Disaster Response Technologist profile using the ESCO profile format.

2. Chapter 3 describes the Community Resilience and Engagement Officer (CREO) using the ESCO profile format.
3. Chapter 4 describes the International Disaster Response Coordinator (IDRC) profile using the ESCO profile format.
4. Chapter 5 describes the Mental Health and Resilience Trainer for Emergency Services (MHRITES) profile using the ESCO profile format.
5. Annex I presents the new skills for each of the four profiles.
6. Annex II presents the knowledge for each of the four profiles.

2 The Disaster Response Technologist occupational profile

2.1 Concept Overview

2.1.1 Group

[Service and sales workers](#)

[Protective services workers](#)

[Protective services workers](#)

[Fire-fighters](#)

[firefighter](#)

Disaster Response Technologist new

2.1.2 Code

5411.1.5 new

2.1.3 Description

Disaster Response Technologists specialize in technological applications for emergency response operations. They operate unmanned systems, environmental monitoring equipment, and data analysis tools to support incident management. They conduct fire behavior modeling, perform risk assessments using digital tools, and provide technical intelligence to emergency teams. They maintain specialized equipment and integrate technological solutions to enhance operational effectiveness during disasters and emergency situations.

2.1.4 Alternative Labels

- tech disaster responder
- emergency technology specialist
- disaster technology officer
- emergency response technologist
- crisis technology specialist
- emergency tech operations officer
- disaster tech specialist
- technological response officer
- firefighting technology specialist

- emergency situational intelligence officer

2.1.5 Regulatory Aspect

To see if and how this occupation is regulated in EU Member States, EEA countries or Switzerland please consult the Regulated Professions Database of the Commission. Regulated Professions Database: http://ec.europa.eu/growth/single-market/services/free-movement-professionals/qualifications-recognition_en

2.1.6 Narrower occupations

n/a

2.2 Skills and Competences

2.2.1 Essential Skills and Competences

- Apply fire prediction models new
- Analyze smoke movement patterns new
- Interpret thermal behavior indicators new
- Operate emergency simulation software new
- Process incident information for command decisions new
- Manage emergency resource tracking systems new
- Perform dynamic risk evaluations new
- Apply risk control measures new
- Communicate risk information to incident command new
- Assess structural stability conditions new
- Operate drone systems for emergency response new
- Deploy IoT systems in field conditions new
- Execute aerial imaging missions new
- Utilise Geographic Information Systems for emergency response new
- Deliver visual presentation of data
- Manage Data Collection Systems

2.2.2 Essential Knowledge

- Fire Behavior Analysis and Prediction new
- Environmental Hazard Assessment and Monitoring new
- Unmanned Aerial Systems for Emergency Operations new
- Advanced Aerial Emergency Technologies new

- Emergency Field Data Integration Systems new
- Emergency Simulation and Decision Support Systems new
- Incident Risk Assessment and Control Methodologies new
- Emergency Resource Management and Tracking Systems new
- Geographic Information Systems

2.2.3 Optional Skills and Competences

- Organise training
- Manage forest fires

2.2.4 Optional Knowledge

- Adult Education
- Ecosystem Management
- Environmental Policy

3 The Community Resilience and Engagement Officer occupational profile

3.1 Concept Overview

3.1.1 Group

[Service and sales workers](#)

[Protective services workers](#)

[Protective services workers](#)

[Protective services workers not elsewhere classified](#)

Community Resilience and Engagement Officer new

3.1.2 Code

5419.6.1 new

3.1.3 Description

Community Resilience and Engagement Officers strengthen community preparedness against disasters and emergencies. They conduct public education programs, coordinate engagement strategies with local populations, and manage crisis communication activities. They facilitate partnerships between emergency services and community organizations, ensure inclusive outreach to diverse groups, and support recovery planning efforts. They assess community vulnerabilities and develop programs that enhance collective resilience and disaster response capabilities.

3.1.4 Alternative Labels

- community resilience coordinator
- disaster preparedness educator
- community engagement specialist
- emergency community liaison officer
- disaster risk reduction officer
- community safety coordinator
- public resilience officer
- emergency preparedness trainer
- community crisis coordinator

- disaster education specialist

3.1.5 Regulatory Aspect

To see if and how this occupation is regulated in EU Member States, EEA countries or Switzerland please consult the Regulated Professions Database of the Commission. Regulated Professions Database: http://ec.europa.eu/growth/single-market/services/free-movement-professionals/qualifications-recognition_en

3.1.6 Narrower occupations

n/a

3.2 Skills and Competences

3.2.1 Essential Skills and Competences

- Develop public awareness campaigns new
- Manage crisis communication channels new
- Conduct multilingual emergency briefings new
- Coordinate assistance for vulnerable populations new
- Conduct disaster preparedness training for communities new
- Facilitate community emergency exercises new
- Operate emergency broadcast systems new
- Manage social media for emergency alerts new
- Coordinate community recovery resources new
- Facilitate multi-stakeholder recovery meetings new
- Build collaborative partnerships with local organizations new
- Assess community risk and resilience factors new
- Map vulnerable population locations new
- Coordinate inter-agency response activities new
- Work within communities

3.2.2 Essential Knowledge

- Community Risk Communication and Engagement new
- Inclusive Emergency Communication Practices new
- Community Preparedness for Disaster Readiness new
- Community Vulnerability Assessment new
- Post Disaster Recovery Planning new

- Digital Communication for Crisis Response new
- Volunteer and Resource Management new
- Emergency Management Regulations new
- Inter-Agency Coordination Principles new
- Apply crisis management
- Community Education
- Fire prevention procedures
- Health and safety regulations

3.2.3 Optional Skills and Competences

- Consultation methods
- Manage Volunteers
- Analyse community needs
- Assist Community
- Manage logistics

3.2.4 Optional Knowledge

- Humanitarian aid
- Environmental policy
- Crisis Intervention

4 The International Disaster Response Coordinator occupational profile

4.1 Concept Overview

4.1.1 Group

[Service and sales workers](#)

[Protective services workers](#)

[Protective services workers](#)

[Fire-fighters](#)

[firefighter](#)

International Disaster Response Coordinator

4.1.2 Code

5411.1.6 new

4.1.3 Description

International Disaster Response Coordinators manage cross-border emergency operations and coordinate multinational response efforts during large-scale disasters. They facilitate collaboration between international agencies, government entities, and humanitarian organizations to ensure unified response strategies. They oversee logistical coordination across jurisdictions, manage multicultural teams, and ensure compliance with international protocols and legal frameworks. They serve as liaison officers between national and international command structures and coordinate resource sharing agreements during transnational emergency operations.

4.1.4 Alternative Labels

- international emergency coordinator
- cross-border disaster response manager
- multinational crisis coordinator
- international emergency operations manager
- global disaster response liaison
- transnational emergency coordinator
- international humanitarian coordinator
- cross-border emergency manager

- multinational disaster response specialist
- international crisis management coordinator

4.1.5 Regulatory Aspect

To see if and how this occupation is regulated in EU Member States, EEA countries or Switzerland please consult the Regulated Professions Database of the Commission. Regulated Professions Database: http://ec.europa.eu/growth/single-market/services/free-movement-professionals/qualifications-recognition_en

4.1.6 Narrower occupations

n/a

4.2 Skills and Competences

4.2.1 Essential Skills and Competences

- Coordinate multinational emergency response teams new
- Manage cross-border resource allocation new
- Navigate international emergency protocols new
- Facilitate multilingual crisis communication new
- Coordinate diplomatic liaison activities new
- Manage international logistics operations new
- Lead multicultural emergency teams new
- Negotiate international assistance agreements new
- Coordinate transnational evacuation operations new
- Manage international media relations during crises new
- Apply international humanitarian law in operations new
- Coordinate with international humanitarian organizations new
- Manage emergency care situations
- Perform risk analysis
- Use different communication channels

4.2.2 Essential Knowledge

- International Emergency Response Frameworks new
- Cross-Border Emergency Coordination Protocols new
- International Humanitarian Law and Disaster Response new
- Multicultural Team Leadership and Management new

- International Logistics and Resource Coordination new
- Diplomatic Protocol and International Relations new
- Global Emergency Communication Systems new
- International Legal Frameworks for Disaster Response new
- Transnational Crisis Management Principles new
- Emergency management regulations
- Health and safety regulations

4.2.3 Optional Skills and Competences

- Work in an international environment
- Use communication techniques
- Work in crisis areas
- Show intercultural awareness
- Apply knowledge of human behaviour

4.2.4 Optional Knowledge

- International law
- Sociology
- Psychology

5 The Mental Health and Resilience Trainer for Emergency Services occupational profile

5.1 Concept Overview

5.1.1 Group

Service and sales workers


Protective services workers

Protective services workers

Protective services workers not elsewhere classified

Mental Health and Resilience Trainer for Emergency Services

5.1.2 Code

5419.6.2 

5.1.3 Description

Mental Health and Resilience Trainers for Emergency Services develop and deliver specialized training programs to enhance the psychological resilience and mental wellbeing of emergency response personnel. They design stress management curricula, conduct psychological first aid training, and implement team-based resilience practices. They assess mental health needs within emergency services organizations, provide crisis intervention support, and facilitate post-incident debriefing sessions. They monitor responder wellbeing, coordinate with mental health professionals, and ensure sustainable coping strategies are integrated into emergency response operations and training protocols.

5.1.4 Alternative Labels

- emergency services mental health trainer
- crisis resilience instructor
- emergency responder wellbeing specialist
- psychological preparedness trainer
- emergency services wellness coordinator
- crisis mental health educator
- responder resilience trainer
- emergency psychological support specialist
- firefighter mental health trainer

- emergency services trauma trainer

5.1.5 Regulatory Aspect

To see if and how this occupation is regulated in EU Member States, EEA countries or Switzerland please consult the Regulated Professions Database of the Commission. Regulated Professions Database: http://ec.europa.eu/growth/single-market/services/free-movement-professionals/qualifications-recognition_en

5.1.6 Narrower occupations

n/a

5.2 Skills and Competences

5.2.1 Essential Skills and Competences

- Conduct psychological assessment of emergency personnel new
- Facilitate post-incident stress debriefing sessions new
- Monitor responder psychological wellbeing new
- Provide emergency psychological support to emergency personnel new
- Develop resilience strategies for emergency personnel new
- Manage stress in the workplace
- Provide health education
- Analyse health damaging behaviours
- Provide health counselling
- Comply with legislation related to health care

5.2.2 Essential Knowledge

- Team Stress Management and Workplace Wellbeing new
- Team Resilience and Group Dynamics new
- Confidentiality and Ethical Standards in Mental Health new
- Psychological diagnostics
- Psychological interventions
- Assessment processes
- Health education

5.2.3 Optional Skills and Competences

- Work in multidisciplinary health teams
- Provide treatment strategies for challenges to human health

- Advise policy makers in healthcare

5.2.4 Optional Knowledge

- Crisis intervention
- Psychology

ANNEX I – Definitions for New Skills

Disaster Response Technologist occupational profile

Skill Name	Skill Type	Description	Reusability level	Skills Group (link to)	Links to broader skills in ESCO 1.2
Apply fire prediction models	Skill	Use computational models and scientific data to predict fire behavior, spread patterns, and development in various environments to support tactical decision-making during emergency operations.	Occupation-specific	▪ S2.0 Skills Information	▪ Build predictive models
Analyze smoke movement patterns	Skill	Evaluate smoke dispersion through terrain and structures using meteorological data and building characteristics to support evacuation planning and firefighter safety protocols.	Occupation-specific	▪ S2.0 Skills Information	▪ Analyse environmental data
Interpret thermal behavior indicators	Skill	Assess heat-related data from thermal imaging and sensor systems to determine fire intensity, growth patterns, and structural threats during emergency operations.	Occupation-specific	▪ S2.0 Skills Information	▪ Analyse scientific data
Operate emergency simulation software	Skill	Use specialized computer programs to model emergency scenarios, test response strategies, and conduct virtual training exercises for emergency preparedness.	Sector-specific	▪ S2.0 Skills Information	▪ Run Simulations
Process incident information for command decisions	Skill	Collect, analyze, and synthesize data from multiple sources to provide actionable intelligence that supports incident command decision-making processes.	Sector-specific	▪ S2.0 Skills Information	▪ Process incident reports for prevention

Manage emergency resource tracking systems	Skill	Operate digital platforms to monitor personnel, equipment, and supply status, location, and availability during emergency operations to optimize resource allocation.	Occupation-specific	<ul style="list-style-type: none"> Management Skills 	<ul style="list-style-type: none"> Manage emergency procedures
Perform dynamic risk evaluations	Skill	Continuously assess and update risk levels throughout emergency operations by analyzing changing conditions, new information, and evolving hazards.	Sector-specific	<ul style="list-style-type: none"> S2.0 Information Skills 	<ul style="list-style-type: none"> Estimate impact of risk
Apply risk control measures	Skill	Implement tactical solutions and operational adjustments to mitigate identified threats during incidents based on risk assessment outcomes.	Sector-specific	<ul style="list-style-type: none"> S2.0 Information Skills 	<ul style="list-style-type: none"> Define risk policies Address identified risks
Communicate risk information to incident command	Skill	Translate complex risk data into clear, actionable briefings for incident commanders using standardized terminology and communication protocols.	Occupation-specific	<ul style="list-style-type: none"> S1.1.0 Communication, collaboration and creativity T Transversal skills and competences 	<ul style="list-style-type: none"> Report facts Provide information Brief colleagues
Assess structural stability conditions	Skill	Evaluate building integrity and collapse risks during fire operations using visual assessment, technology tools, and structural indicators to ensure responder safety.	Sector-specific	<ul style="list-style-type: none"> S8 Working with machinery and specialised equipment skills 	<ul style="list-style-type: none"> evaluate implementation of safety procedures Clear accident site
Operate drone systems for emergency response	Skill	Deploy, pilot, and control unmanned aerial vehicles for surveillance, reconnaissance, payload delivery, and tactical support during emergency operations.	Occupation-specific	<ul style="list-style-type: none"> S5.0.0 Working with computers skills 	<ul style="list-style-type: none"> Use remote control equipment

Deploy IoT systems in field conditions	Skill	Install, configure, and maintain connected sensor networks and monitoring devices in emergency environments to provide real-time situational data.	Sector-specific	<ul style="list-style-type: none"> S8 Working with machinery and specialised equipment skills 	<ul style="list-style-type: none"> Configure electronic equipment
Execute aerial imaging missions	Skill	Plan and conduct drone operations to capture high-resolution visual data of emergency scenes for mapping, assessment, and documentation purposes.	Sector-specific	<ul style="list-style-type: none"> S8 Working with machinery and specialised equipment skills 	<ul style="list-style-type: none"> Operate a camera
Utilise Geographic Information Systems for emergency response	Skill	Plan and conduct aerial photography and video documentation of emergency scenes using drones or aircraft for mapping, assessment, and tactical planning purposes.	Occupation-specific	<ul style="list-style-type: none"> S5.0.0 Working with computers skills 	<ul style="list-style-type: none"> Use Geographic Information Systems

Community Resilience and Engagement Officer

Skill Name	Skill Type	Description	Reusability level	Skills Group (link to)	Links to broader skills in ESCO 1.2
Develop public awareness campaigns	Skill	Design and implement comprehensive communication strategies to educate communities about disaster risks, preparedness measures, and safety protocols through multiple media channels.	Cross-sector	<ul style="list-style-type: none"> S1.0.0 Communication, collaboration and creativity skills T Transversal skills and competences 	<ul style="list-style-type: none"> Develop communication strategies Create promotional materials Plan health and safety procedures
Manage crisis communication channels	Skill	Coordinate multiple communication platforms during emergencies to ensure consistent, timely, and accurate information delivery to diverse community audiences.	Occupation-specific	<ul style="list-style-type: none"> S1.0.0 Communication, collaboration and creativity skills T Transversal skills and competences 	<ul style="list-style-type: none"> Use different communication channels Manage online content Operate an emergency communication system
Conduct multilingual emergency briefings	Skill	Deliver emergency information sessions in multiple languages using interpretation services and cultural adaptation to ensure comprehensive understanding across diverse communities.	Occupation-specific	<ul style="list-style-type: none"> S1.0.0 Communication, collaboration and creativity skills T Transversal skills and competences 	<ul style="list-style-type: none"> Conduct public presentations Use different communication channels Provide information

Coordinate assistance for vulnerable populations	Skill	Organize targeted support services for at-risk groups including elderly, disabled, and isolated individuals, ensuring their specific needs are addressed during emergencies and recovery.	Occupation-specific	<ul style="list-style-type: none"> S4 Management skills T Transversal skills and competences 	<ul style="list-style-type: none"> Assist individuals with disabilities in community activities Coordinate with other emergency services
Conduct disaster preparedness training for communities	Skill	Deliver structured educational programs teaching practical emergency response skills, evacuation procedures, and survival techniques through hands-on demonstrations and interactive learning.	Occupation-specific	<ul style="list-style-type: none"> S1.3 Teaching and training T Transversal skills and competences 	<ul style="list-style-type: none"> Organise training
Facilitate community emergency exercises	Skill	Plan and lead realistic disaster simulation exercises that enable communities to practice emergency procedures, test systems, and identify preparedness improvements.	Occupation-specific	<ul style="list-style-type: none"> S4 Management skills 	<ul style="list-style-type: none"> Organise participation in local or international events Plan health and safety procedures Coordinate events
Operate emergency broadcast systems	Skill	Utilize public alert and warning systems including sirens, emergency broadcast networks, and mass notification platforms to disseminate urgent safety information.	Sector-specific	<ul style="list-style-type: none"> S8 Working with machinery and specialised equipment skills 	<ul style="list-style-type: none"> Use communication equipment
Manage social media for emergency alerts	Skill	Administer official social media channels to provide real-time emergency updates, respond to inquiries, counter misinformation, and maintain community engagement during crises.	Cross-sector	<ul style="list-style-type: none"> S2 Information skills 	<ul style="list-style-type: none"> Manage online content Design campaign actions

					<ul style="list-style-type: none"> manage data, information and digital content
Coordinate community recovery resources	Skill	Organize and allocate support services, relief supplies, and recovery assistance to affected populations, ensuring equitable distribution and connection to appropriate aid programs.	Sector-specific	<ul style="list-style-type: none"> S4 Management skills 	<ul style="list-style-type: none"> Coordinate humanitarian aid Manage supplies
Facilitate multi-stakeholder recovery meetings	Skill	Lead collaborative planning sessions bringing together agencies, organizations, and community groups to coordinate recovery efforts and develop unified rebuilding strategies.	Cross-sector	<ul style="list-style-type: none"> S4 Management skills 	<ul style="list-style-type: none"> Organise project meetings Liaise with local authorities Establish collaborative relations
Build collaborative partnerships with local organizations	Skill	Establish and maintain strategic relationships with community groups, businesses, and civic associations to strengthen disaster preparedness and response networks.	Cross-sector	<ul style="list-style-type: none"> S1.0.0 Communication, collaboration and creativity skills T Transversal skills and competences 	<ul style="list-style-type: none"> Develop professional network Build business relationships Liaise with local authorities
Assess community risk and resilience factors	Skill	Evaluate local hazards, vulnerabilities, and capacities through systematic analysis to identify priority areas for preparedness interventions and resource allocation.	Cross-sector	<ul style="list-style-type: none"> S2 Information skills 	<ul style="list-style-type: none"> Perform risk analysis Assess environmental impact Analyse community needs

Map vulnerable population locations	Skill	Create detailed geographic inventories of at-risk individuals and groups, documenting specific needs and locations to enable targeted emergency assistance.	Sector-specific	<ul style="list-style-type: none"> ▪ S2 Information skills 	<ul style="list-style-type: none"> ▪ Use geographic information systems ▪ Collect mapping data
Coordinate inter-agency response activities	Skill	Synchronize efforts between emergency response organizations and government departments to ensure unified operations and maximize resource effectiveness during disasters.	Occupation-specific	<ul style="list-style-type: none"> ▪ S1.0.0 Communication, collaboration and creativity skills ▪ T Transversal skills and competences 	<ul style="list-style-type: none"> ▪ Coordinate with other emergency services ▪ Liaise with local authorities

International Disaster Response Coordinator

Skill Name	Skill Type	Description	Reusability level	Skills Group (link to)	Links to broader skills in ESCO 1.2
Coordinate multinational emergency response teams	skill	Organize and direct emergency response operations involving personnel from multiple countries, ensuring unified command structure and coordinated tactical implementation across different national systems.	Occupation-specific	<ul style="list-style-type: none"> S1 Communication, collaboration and creativity skills T Transversal skills and competences 	<ul style="list-style-type: none"> Coordinate with other emergency services Lead a team Manage major incidents
Manage cross-border resource allocation	Skill	Coordinate the distribution of personnel, equipment, and supplies across international boundaries during emergencies, ensuring compliance with customs regulations and bilateral agreements.	Occupation-specific	<ul style="list-style-type: none"> S4 Management skills 	<ul style="list-style-type: none"> Manage supplies Coordinate humanitarian aid Manage emergency procedures
Navigate international emergency protocols	Skill	Apply established international frameworks, agreements, and standard operating procedures for coordinating emergency response across multiple jurisdictions and organizations.	Occupation-specific	<ul style="list-style-type: none"> S2 Information skills 	<ul style="list-style-type: none"> Ensure compliance with policies Apply first response
Facilitate multilingual crisis communication	Skill	Coordinate communication strategies across language barriers using interpretation services, translation protocols, and culturally appropriate	Occupation-specific	<ul style="list-style-type: none"> S1 Communication, collaboration and creativity skills 	<ul style="list-style-type: none"> Use different communication channels

		messaging during international emergency operations.		<ul style="list-style-type: none"> T Transversal skills and competences 	<ul style="list-style-type: none"> Conduct public presentations Relay messages through radio and telephone systems
Coordinate diplomatic liaison activities	Skill	Serve as interface between emergency response operations and diplomatic channels, ensuring proper governmental coordination and maintaining international relations during crisis situations.	Occupation-specific	<ul style="list-style-type: none"> S1 Communication, collaboration and creativity skills T Transversal skills and competences 	<ul style="list-style-type: none"> Liaise with local authorities Build business relationships Establish collaborative relations
Manage international logistics operations	Skill	Oversee complex supply chains, transportation networks, and equipment deployment across international boundaries while ensuring customs compliance and efficient resource flow during emergencies.	Occupation-specific	<ul style="list-style-type: none"> S4 Management skills 	<ul style="list-style-type: none"> Coordinate rescue missions Manage emergency procedures
Lead multicultural emergency teams	Skill	Direct diverse international teams with varying cultural backgrounds, operational procedures, and communication styles to achieve unified emergency response objectives.	Occupation-specific	<ul style="list-style-type: none"> S4 Management skills T Transversal skills and competences 	<ul style="list-style-type: none"> Lead a team Manage staff Delegate responsibilities
Negotiate international assistance agreements	Skill	Develop and finalize bilateral or multilateral agreements for emergency assistance, resource sharing, and operational cooperation between countries during crisis situations.	Occupation-specific	<ul style="list-style-type: none"> S1 Communication, collaboration and creativity skills T Transversal skills and competences 	<ul style="list-style-type: none"> Build business relationships Establish collaborative relations

Coordinate transnational evacuation operations	Skill	Organize large-scale evacuation procedures that cross international boundaries, ensuring compliance with immigration laws, transportation regulations, and humanitarian protocols.	Occupation-specific	<ul style="list-style-type: none"> S4 Management skills 	<ul style="list-style-type: none"> Manage emergency evacuation plan Coordinate rescue missions Manage major incidents
Manage international media relations during crises	Skill	Coordinate information dissemination through international media channels while maintaining consistent messaging across different countries and cultural contexts during emergency situations.	Cross-sector	<ul style="list-style-type: none"> S1 Communication, collaboration and creativity skills T Transversal skills and competences 	<ul style="list-style-type: none"> Conduct public presentations Use different communication channels Manage online content
Apply international humanitarian law in operations	Skill	Ensure emergency response operations comply with international legal frameworks, human rights standards, and humanitarian principles during cross-border emergency situations.	Sector-specific	<ul style="list-style-type: none"> S3 Assisting and caring skills 	<ul style="list-style-type: none"> meet the requirements of legal bodies
Coordinate with international humanitarian organizations	Skill	Establish and maintain operational relationships with NGOs, UN agencies, and international relief organizations to ensure coordinated humanitarian response during disasters.	Occupation-specific	<ul style="list-style-type: none"> S1 Communication, collaboration and creativity skills 	<ul style="list-style-type: none"> Manage humanitarian aid Establish collaborative relations Liaise with local authorities

Mental Health and Resilience Trainer for Emergency Services

Skill Name	Skill Type	Description	Reusability level	Skills Group (link to)	Links to broader skills in ESCO 1.2
Conduct psychological assessment of emergency personnel	Skill	Evaluate mental health status, stress levels, and psychological readiness of emergency response personnel using standardized assessment tools and clinical observation techniques.	Occupation-specific	<ul style="list-style-type: none"> S2.0 Information Skills 	<ul style="list-style-type: none"> Conduct psychological assessment
Facilitate post-incident stress debriefing sessions	Skill	Lead structured group discussions following traumatic emergency incidents to help responders process experiences, identify stress reactions, and promote psychological recovery.	Occupation-specific	<ul style="list-style-type: none"> S1.0.0 Communication, collaboration and creativity skills S3 Assisting and caring skills T Transversal skills and competences 	<ul style="list-style-type: none"> Provide health counselling Deal with emergency care situations
Monitor responder psychological wellbeing	Skill	Track and evaluate the ongoing mental health status of emergency personnel through regular check-ins, observation, and assessment tools to identify early warning signs of psychological distress.	Occupation-specific	<ul style="list-style-type: none"> S2.0 Information Skills 	<ul style="list-style-type: none"> Manage healthcare users' data Evaluate psychological health measures
Provide emergency psychological support to emergency personnel	Skill	Deliver immediate psychological first aid and crisis intervention to emergency responders experiencing acute stress, trauma reactions, or psychological distress during or after operations.	Occupation-specific	<ul style="list-style-type: none"> S3 Assisting and caring skills S1.0.0 Communication, collaboration and creativity skills 	<ul style="list-style-type: none"> Provide health counselling Deal with emergency care situations

				<ul style="list-style-type: none"> ▪ T Transversal skills and competences 	<ul style="list-style-type: none"> ▪ Respond to healthcare users' extreme emotions
Develop resilience strategies for emergency personnel	Skill	Design and implement comprehensive programs to build psychological resilience, emotional coping skills, and stress management capabilities in individual responders and emergency response teams.	Occupation-specific	<ul style="list-style-type: none"> ▪ S4 Management skills ▪ S1.0.0 Communication, collaboration and creativity skills ▪ T Transversal skills and competences 	<ul style="list-style-type: none"> ▪ Manage health promotion activities ▪ Encourage healthy behaviours ▪ Educate on the prevention of illness

ANNEX II –Definitions for New Knowledge

Disaster Response Technologist occupational profile

Knowledge	Skill Type	Description	Reusability level	Knowledge Categorisation
Fire Behavior Analysis and Prediction	knowledge	Understanding of computational modeling techniques, fire dynamics principles, and predictive analytics used to forecast fire development, spread patterns, and behavior in various environments and structures.	Sector-specific	<ul style="list-style-type: none"> Natural sciences, mathematics and statistics ► Physical sciences ► Physics
Environmental Hazard Assessment and Monitoring	knowledge	Knowledge of methods for identifying, evaluating, and monitoring environmental risks during incidents, including assessment of ecological impacts, resource vulnerabilities, and consequences of emergency operations on surrounding environments and infrastructure.	Sector-specific	<ul style="list-style-type: none"> Natural sciences, mathematics and statistics ► Environmental sciences ► Environmental sciences
Unmanned Aerial Systems for Emergency Operations	knowledge	Understanding of regulatory frameworks, operational standards, navigation principles, and tactical applications for unmanned aerial vehicles in emergency response, including aviation regulations, flight control systems, and firefighting deployment strategies.	Sector specific	<ul style="list-style-type: none"> Engineering, manufacturing and construction ► Engineering and engineering trades ► Electronics and automation
Advanced Aerial Emergency Technologies	knowledge	Knowledge of specialized aerial equipment and imaging technologies used in emergency response, including drone-mounted extinguishing systems, thermal detection capabilities, and aerial documentation techniques for incident assessment and operations support.	Sector specific	<ul style="list-style-type: none"> Engineering, manufacturing and construction ► Engineering and engineering trades ► Electronics and automation
Emergency Field Data Integration Systems	knowledge	Understanding of networked sensor technologies, IoT platforms, and real-time data aggregation systems used to collect, process, and integrate information from multiple sources during field operations.	Cross sector	<ul style="list-style-type: none"> Information and Communication Technologies (ICTs) ► Information and Communication Technologies ►

				Database and network design and administration
Emergency Simulation and Decision Support Systems	knowledge	Knowledge of computer-based modeling applications, scenario simulation software, and decision support tools used for emergency planning, training, and tactical decision-making during incidents.	Sector-specific	<ul style="list-style-type: none"> ▪ Information and Communication Technologies (ICTs) ► Information and Communication Technologies ► Software and applications development and analysis
Incident Risk Assessment and Control Methodologies	knowledge	Understanding of systematic approaches for identifying, analyzing, and mitigating risks during emergency operations, including threat assessment techniques and control measure implementation.	Sector-specific	<ul style="list-style-type: none"> ▪ Business, administration and law ► Business and administration ► Management and administration
Emergency Resource Management and Tracking Systems	knowledge	Knowledge of digital platforms and methodologies for monitoring, allocating, and coordinating personnel, equipment, and supplies during emergency operations to optimize resource utilization.	Sector-specific	<ul style="list-style-type: none"> ▪ Business, administration and law ► Business and administration ► Management and administration

Community Resilience and Engagement Officer

Knowledge	Skill Type	Description	Reusability level	Knowledge Categorisation
Community Risk Communication and Engagement	knowledge	Understanding of principles for conveying hazard information to diverse populations, including message design, public engagement strategies, and techniques for building community participation in risk reduction.	Cross-sector	<ul style="list-style-type: none"> ▪ generic programmes and qualifications ► personal skills and development ► personal skills and development ► communication
Inclusive Emergency Communication Practices	knowledge	Knowledge of accessibility standards, adaptive communication techniques, and cultural sensitivity principles for ensuring emergency information reaches all community members regardless of background or capabilities.	Cross-sector	<ul style="list-style-type: none"> ▪ generic programmes and qualifications ► personal skills and development ► personal skills and development ► communication
Community Preparedness for disaster readiness	knowledge	Understanding of adult education principles applied to disaster preparedness, including curriculum development, hands-on training techniques, and methods for sustaining community engagement in preparedness activities.	Cross-sector	<ul style="list-style-type: none"> ▪ Education ► Education ► Education science
Community Vulnerability Assessment	knowledge	Knowledge of methodologies for identifying at-risk populations, evaluating hazard exposure, analyzing social vulnerability indicators, and assessing community capacities for targeted preparedness interventions.	Sector-specific	<ul style="list-style-type: none"> ▪ Natural sciences, mathematics and statistics ► Environmental sciences ► Environmental sciences
Post disaster Recovery Planning	knowledge	Understanding of recovery phases, multi-stakeholder coordination frameworks, resource mobilization strategies, and collaborative planning processes for building long-term community resilience after disasters.	Cross-sector	<ul style="list-style-type: none"> ▪ Business, administration and law ► Business and administration ► Management and administration
Digital Communication for Crisis Response	knowledge	Knowledge of digital platforms, social media strategies, content management, and multi-channel communication systems used for	Cross-sector	<ul style="list-style-type: none"> ▪ Information and Communication Technologies (ICTs) ►

		emergency information dissemination and community engagement during crises.		Information and Communication Technologies
Volunteer and Resource Management	knowledge	Understanding of volunteer recruitment, training, coordination, and retention strategies, including resource allocation principles and management systems for emergency response and community programs.	Cross-sector	<ul style="list-style-type: none"> ▪ Business, administration and law ► Business and administration ► Management and administration
Emergency Management Regulations	knowledge	Knowledge of legal frameworks governing disaster response, fire safety codes, health and safety regulations, civil protection laws, and regulatory compliance requirements for emergency operations.	Sector-specific	<ul style="list-style-type: none"> ▪ Social sciences, journalism and information ► Law
Inter-Agency Coordination Principles	knowledge	Understanding of multi-agency coordination frameworks, communication protocols, command integration systems, and collaborative operational structures for emergency response involving multiple organizations.	Sector-specific	<ul style="list-style-type: none"> ▪ Business, administration and law ► Business and administration ► Management and administration

International Disaster Response Coordinator

Knowledge	Skill Type	Description	Reusability level	Knowledge Categorisation
International Emergency Response Frameworks	Knowledge	Understanding of global emergency management systems, UN coordination mechanisms, regional cooperation agreements, and standardized protocols for international disaster response operations.	Sector-specific	Social sciences, journalism and information ► Political sciences and civics ► Political science
Cross-Border Emergency Coordination Protocols	Knowledge	Knowledge of operational procedures, communication standards, and coordination mechanisms used for managing emergency response across international boundaries and jurisdictions.	Sector-specific	Business, administration and law ► Business and administration ► Management and administration
International Humanitarian Law and Disaster Response	Knowledge	Understanding of legal frameworks governing international emergency assistance, refugee protection, human rights obligations, and humanitarian principles applicable during disaster response operations.	Sector-specific	Social sciences, journalism and information ► Law ► Law
Multicultural Team Leadership and Management	Knowledge	Knowledge of leadership principles, cultural awareness, communication strategies, and management techniques for directing diverse international teams in high-stress emergency environments.	Cross-sector	Generic programmes and qualifications ► Personal skills and development ► Personal skills and development ► Leadership and management
International Logistics and Resource Coordination	Knowledge	Understanding of global supply chain management, customs procedures, transportation networks, and resource allocation systems for coordinating international emergency assistance and equipment deployment.	Cross-sector	Business, administration and law ► Business and administration ► Logistics and supply chain
Diplomatic Protocol and International Relations	Knowledge	Knowledge of diplomatic procedures, international relations principles, governmental coordination mechanisms, and protocol requirements for	Cross-sector	Social sciences, journalism and information ► Political sciences and civics ►

		managing official relationships during emergency operations.		Political science
Global Emergency Communication Systems	Knowledge	Understanding of international communication networks, satellite systems, radio protocols, and multilingual communication standards used for coordinating global emergency response operations.	Sector-specific	Information and Communication Technologies (ICTs) ► Information and Communication Technologies ► Information and Communication Technologies
International Legal Frameworks for Disaster Response	Knowledge	Knowledge of treaties, conventions, bilateral agreements, and legal instruments governing international cooperation, assistance provision, and operational authority during cross-border emergency response.	Sector-specific	Social sciences, journalism and information ► Law ► Law
Transnational Crisis Management Principles	Knowledge	Understanding of strategic planning, risk assessment, decision-making processes, and coordination principles for managing large-scale crises that span multiple countries and jurisdictions.	Sector-specific	Business, administration and law ► Business and administration ► Management and administration ► Project management

Mental Health and Resilience Trainer for Emergency Services

Knowledge	Skill Type	Description	Reusability level	Knowledge Categorisation
Team Stress Management and Workplace Wellbeing	Knowledge	Understanding of leadership approaches for identifying, managing, and mitigating sources of stress and cross-pressure within emergency response teams, including knowledge of how to recognize occupational stressors, institutional pressures, and personal stress factors affecting team members, as well as leadership strategies to promote team well-being, support colleague resilience, and prevent organizational burn-out in high-risk emergency environments.	Cross-sector	Business, administration and law ► Business and administration ► Human resource management
Team Resilience and Group Dynamics	Knowledge	Knowledge of group psychology, team cohesion factors, collective coping mechanisms, and organizational approaches to building psychological resilience within emergency response teams and units.	Cross-sector	Generic programmes and qualifications ► Personal skills and development ► Personal skills and development ► Leadership principles
Confidentiality and Ethical Standards in Mental Health	Knowledge	Knowledge of professional ethics, confidentiality requirements, informed consent procedures, and legal obligations governing mental health practice within emergency services organizations and occupational health contexts.	Cross-sector	Business, administration and law ► Law ► Law ► Health care legislation

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