



**FIRE OFFICER I
NFPA 1021, 2009 Edition**

**4.2 Human Resource Management
4.2.4 and 4.2.5 Human Resource Management
Standard Area: Human Resource Management**

JPR# FOI -4
Revised 2/25/2010

Candidate: _____ **Date:** _____

ID#: _____

STANDARD: 4.2.4 NFPA 1021, 2009 Edition	TASK: Recommend action for member-related problems, given a member with a situation requiring assistance and the member assistance policies and procedures, so that the situation is identified and the actions taken are within the established policies and procedures.				
STANDARD: 4.2.5 NFPA 1021, 2009 Edition	Task: Apply human resource policies and procedures, given an administrative situation requiring action, so that policies and procedures are followed.				
PERFORMANCE OUTCOME: The Candidate will assume the role of company officer. A subordinate member of the fire department approaches the company officer with a problem. Member-related problems could include substance abuse; acute, chronic and delayed stress; and health, financial, personal, family, and other situations that may adversely affect the member's job performance. Candidate must listen carefully to determine the true nature of the problem and provide emotional support through active listening. Candidate will determine an initial course of action (within the Company Officer's scope of authority), explain the course of action to the member, and make appropriate verbal notification and written documentation to the Company Officer's next in line Supervisor.					
CONDITIONS: The Candidate will complete all elements of the assigned task. Include Candidate's narrative on task completion, forms, photos/drawings etc., department policy or procedure..					
EQUIPMENT REQUIRED: Subordinate member and supervisor of the company officer. Policies and procedures. Paper, pen/pencil, computer if applicable.					
No.	TASK STEPS	FIRST TEST		RETEST	
		Pass	Fail	Pass	Fail
1.	Ensure the privacy of conversation between Officer and subordinate.				
2.	Understand and apply knowledge of post-critical incident stress, and/or other stress-related situations..				
3.	Demonstrate a caring, mature, and responsible attitude.				
4.	Adhere to applicable policies and procedures.				
5.	Provide written notification to Officer's supervisor as soon as possible.				
6.	Provide a good faith written recommendation for further action to Officer's supervisor.				

Proctor/Evaluator Comments: _____

Proctor/Evaluator (Print & Sign)	Date	Candidate	Date
Re-Test Proctor/Evaluator (Print & Sign)	Date	Re-Test Candidate	Date