

Shelter Manager

Position: Shelter Manager

Supervisory Level

Activity: Sheltering

Possible Work Site(s): Shelter Site(s)

Job Summary: The Shelter Manager is responsible for providing supervision and administrative support for actions within the shelter. This person ensures that the needs of the shelter occupants are being met. They supervise a work unit composed of service associates by assuming accountability for the assigned workers within the activity as well as being able to answer common questions on a day-to-day basis.

Major Tasks

- Establish contact with facility representative and activate the building when ready.
- Ensure a shelter agreement is completed, the general facility has been assessed and any pre-existing damage is noted.
- Establish and maintain contact with supervisory unit (EOC).
- Project staffing and other support requirements for the next 48 hours.
- Coordinate recruitment of additional personnel. Encourage the involvement of shelter residents as workers.
- Organize and brief staff. Ensure that all positions are staffed.
- Ensure local affiliated and non-affiliated workers are used to the fullest extent by providing support, training, evaluation and inclusion with the visiting workforce.
- Evaluate and provide for appropriate development/mentoring opportunities for assigned staff.
- Complete work performance evaluations for all staff in work unit, as appropriate. Obtain technical review from the appropriate reviewer.
- Order start-up supplies and equipment and request any support needed through Material Support Services or other designated representative.
- Assess feeding options and discuss recommended solution with supervisor and Food Services supervisor.
- Establish a shelter log.
- Ensure proper shelter identification both inside and outside of the shelter.
- Ensure that the Welfare Information and Individual Client Services copies of shelter registration forms are forwarded to headquarters or other designated location.
- Ensure Emergency Medical Services has staff at shelter.
- Develop a schedule for feeding, lights out, shelter rules and information board for all residents to view.
- Promote an environment that eliminates discrimination, harassment or favoritism of any sort and adheres to the zero tolerance policy.
- Resolve staff conflicts and/or recognize when a conflict must be referred to a higher level.
- Model appropriate behavior and treat all workers with respect and dignity at all times.
- Organize and facilitate staff meetings as appropriate.
- Seek guidance from supervisor as necessary as appropriate.
- Maintain a professional appearance and attitude.
- Follow and implement requests and direction received from supervisor.
- Support and implement decisions made by disaster operations management.
- Monitor and support the quality of service delivery and morale of the workforce in order to achieve the mission statement of disaster services.
- Ensure clear and concise communication flow between the manager and the relief operation workforce.

Shift Supervisor

Position: Shift Supervisor

Supervisory Level

Activity: Sheltering

Possible Work Site(s): Shelter Site(s)

Job Summary: The shift supervisor oversees the shelter staff and guides their work in the absence of or as the designee of the shelter manager. The shift supervisor ensures that the needs of clients are met in the shelter setting.

Major Tasks

- Supervise shelter staff; conduct staff meetings.
- Work with other constituency groups, such as Material Support Services and Staff Support Services, in order to ensure smooth operations.
- Maintain contact with supervisory unit or relief operation headquarters.
- Ensure that major events are recorded in shelter log.
- Ensure that feeding operations are running smoothly by interacting with feeding personnel (supervisor, if appropriate).
- Ensure that proper shelter identification is posted inside and outside shelter.
- Delegate tasks.
- Conduct staff meetings.

Registrar

Position: Registrar

Non-Supervisory Level

Activity: Sheltering

Possible Work Site(s): Shelter Site

Job Summary: The Registrar is responsible for ensuring that all clients entering or leaving the shelter go through the registration process.

Major Tasks

- Create registration area, allowing enough space for a waiting area.
- Use the Disaster Shelter Registration Form (Form 5972) to record information about clients entering the shelter.
- Send copy of Registration Form to both Welfare Information and Disaster Health Services.
- Maintain log for those residents entering and leaving the shelter.
- Maintain a shelter census and report this information to the shelter manager at appropriate intervals.
- Recruit shelter residents to assist with registration if needed.
- Refer persons with illness or injury or those with special medication or diets to Disaster Health Services.
- Interact with clients to determine needs and refer appropriately.
- Seek guidance from supervisor as necessary and appropriate.
- Maintain a professional appearance and attitude.
- Follow and implement requests and direction received from supervisor.
- Exhibit good stress reduction skills. Strive to encourage an environment for the unit that minimizes the stress level as much as possible under the disaster conditions.

Dormitory Management Associate

Position: Dormitory Management Associate

Non-Supervisory Level

Activity: Sheltering

Possible Work Site(s): Shelter Site

Job Summary: The dormitory management associate ensures that sleeping areas are appropriately chosen, set up and equipped with all necessary items.

Major Tasks

- Designate space for sleeping areas that is appropriate, considering separate areas for families with children, the elderly or other unique situations.
- Set up cots and, if possible, place two blankets on each cot.
- Ensure that set up allows for those individuals with disabilities or those who need other forms of support.
- Ensure space is available to distribute comfort kits and other appropriate items.
- Seek guidance from your supervisor as necessary and appropriate.
- Maintain a professional appearance and attitude.
- Follow and implement requests and directions received from your supervisor.
- Exhibit good stress reduction skills. Strive to encourage an environment for the unit that minimizes the stress level as much as possible under the disaster conditions.
- Plan use of space while considering various possibilities.

Feeding Associate

Position: Feeding Associate

Non-Supervisory Level

Activity: Sheltering

Possible Work Site(s): Shelter Site

Job Summary: The feeding associate prepares and serves food for clients in the shelter environment.

Major Tasks

- Establish a beverage and snack canteen service as soon as possible after shelter opens.
- Prepare and/or serve food following safe food handling procedures.
- Ensure that the canteen and feeding preparation area are kept clean and sanitary at all times.
- Keep accurate count of meals and snacks served and submit to Supervisor at established reporting times.
- Seek guidance from supervisor as necessary and appropriate.
- Maintain a professional appearance and attitude.
- Follow and implement requests and direction received from supervisor.
- Exhibit good stress reduction skills. Strive to encourage an environment for the unit that minimizes the stress level as much as possible under the disaster conditions.

Information Associate

Position: Information Associate

Non-Supervisory Level

Activity: Sheltering

Possible Work Site(s): Shelter Site

Job Summary: The Information Associate keeps shelter clients and staff informed and aware of recovery matters.

Major Tasks

- Post shelter identification and information outside and inside the shelter, as appropriate.
- Ensure that signs are replaced as they deteriorate.
- Brief other shelter staff so that they are prepared to answer client questions.
- Arrange for a television or radio and a daily newspaper, if possible, so residents can get information about current disaster conditions.
- Work to dispel rumors.
- Remove all interior and exterior signage when the shelter closes.