

This section details the different staff roles within the shelter. The job aids provided here are designed to assist you in effectively carrying out your duties. It's important to note that while these job aids cover essential tasks, they may not encompass all responsibilities you might be assigned.

The knowledge and training outlined in the job aids represent the minimum requirements. We strongly encourage all shelter staff to undergo as much training as possible and to participate in refresher courses regularly.

Similarly, the supplies listed for each position are minimum items considered necessary. Feel free to bring additional supplies that you believe will enhance your ability to fulfill your duties. However, please be mindful of security and storage space limitations within the shelter.

## Roles and Responsibilities Matrix

A list of shelter jobs and their primary responsibilities are shown in the following table. Staff may be expected to perform jobs outside of their designated roles. All staff are encouraged to act as hosts and provide a welcoming atmosphere to ensure that shelter clients have as positive experience as possible. Here are some guidelines for all shelter staff to follow regarding interactions with shelter clients:

**Active Listening:** Practice active listening when engaging with individuals. Give them your full attention and show empathy and understanding.

**Communication:** Ensure that communication channels are accessible to individuals with various needs. This may include requesting that alternative communication methods such as sign language interpreters, visual aids, or assistive technology for those with speech or hearing impairments be provided.

**Provide Supportive Assistance:** Offer shelter clients assistance as needed, but always respect the individual's autonomy and preferences. Ask how you can best support them rather than assuming their needs.

**Answer Questions:** If you can answer a client's question, please do so promptly and accurately. If a question exceeds your knowledge, stay with the client if possible until you can find someone who can provide the information needed. If you cannot answer a question immediately, make arrangements to contact the client later with the requested information.

**Privacy:** Maintain confidentiality and respect the privacy and dignity of individuals when discussing their needs. Avoid discussing sensitive information in public settings unless necessary and appropriate.

# SHELTER ROLES AND RESPONSIBILITIES

Role	Responsibilities	Forms Needed
<b>Shelter Manager</b>	Responsible for all aspects of the shelter operations at the shelter location. Main shelter contact for all partnering agencies.	Specific to the Manager Role: Shelter Facility Pre-Opening Inspection, Shelter Facility Closing Inspection, Staff Brief Job Aid, Daily Shelter Report. The Manager should also have all shelter forms, handouts, signs and job aids for all shelter roles.
<b>Shelter Shift Supervisor</b>	Supports the Shelter Manager in all aspects of shelter operations and is the primary contact for supervisors assigned to the registration, dormitory, feeding, and pet sheltering areas. In the absence of the Shelter Manager, the Shelter Shift Supervisor provides guidance to shelter staff on functional and access needs support, registration questions, shelter client disputes, and any other issues that staff feel exceed their normal ability to respond to. Ensures all applicable reports are being completed and submits them to Shelter Manager	The Shelter Shift Supervisor should have all shelter forms, handouts, signs and job aids for all shelter roles including Shelter Manager.
<b>Dormitory Supervisor</b>	Provides a welcome atmosphere to shelter clients and answers any questions. Oversight of all dormitory activities and any dormitory staff. The Dormitory Supervisor will fulfill all the duties of Dormitory Team members in the absence of additional dormitory staff.	Sheltering SOG, Shelter Rules, Dormitory Supervisor and Team Member Job Aids, Dormitory Map
<b>Dormitory Team Member</b>	Oversee the dormitory, provide needed hygiene items to clients, clean the dormitory area as necessary.	Sheltering SOG, Shelter Rules, Dormitory Team Member Job Aid
<b>Logistics Supervisor</b>	Coordinates with shelter staff and the EOC to secure needed supplies for sheltering operations. Divides time between the shelter and the EOC as necessary.	Sheltering SOG, Logistics Supervisor Job Aid, Cabarrus County Procurement Policy
<b>Food Service Supervisor</b>	Supervise food service operations and staff. Ensure that proper food handling procedures are being followed. Coordinate with the Logistics Supervisor to order meals and any other supplies needed. Assists clients with special nutritional needs.	Sheltering SOG, Food Service Supervisor and Team Member Job Aids

# SHELTER ROLES AND RESPONSIBILITIES

Role	Responsibilities	Forms Needed
<b>Public Health Nurse Lead</b>	Providing clinical management, disease surveillance and assistance with staffing for general population shelters. Supervises clinical staff. Monitors infection prevention control practices. Addresses and advises on public health issues as needed. Works closely with local Boards of Health, the Department of Public Health and the Center for Disease Control to monitor public health.	Sheltering SOG, Shelter Rules, Public Health Nurse Lead, Nurse, and Patient Care Assistant Job Aids, CMIST Worksheet, Client Cold Storage Medication Log, Cold Storage Temperature Log, OTC Medication Log
<b>Public Health Nurse</b>	Assists clients with basic health needs to enable clients to maintain independence while in shelter. Upholds infection prevention control practices. Addresses and advises on public health issues as needed.	Sheltering SOG, Shelter Rules, Public Health Nurse, and Patient Care Assistant Job Aids, CMIST Worksheet, Client Cold Storage Medication Log, Cold Storage Temperature Log, OTC Medication Log
<b>Patient Care Assistant</b>	Assists clients with basic health needs to enable clients to maintain independence while in shelter. Upholds infection prevention control practices. Addresses and advises on public health issues as needed.	Sheltering SOG, Shelter Rules, Patient Care Assistant Job Aids, Client Cold Storage Medication Log, Cold Storage Temperature Log, OTC Medication Log
<b>Environmental Health</b>	Coordinates the initial facility assessment with the Shelter Manager. Conducts Environmental Health Assessment and food inspections. Determines the public health needs of the shelter population and recommends appropriate protective measures. Liaison to the Public Health Director and the state branch of Environmental Health.	Facility Inspection forms
<b>Pet Sheltering Supervisor</b>	Responsible for all aspects of the pet sheltering operations at the shelter location. Main pet sheltering contact for the EOC and Shelter Manager.	Sheltering SOG, Pet Sheltering Supervisor and Team Member Job Aids, Pet Sheltering Rules, Pet Exercise Session Sign Up Sheet, Pet Shelter Extended Check-Out Log
<b>Pet Sheltering Team Member</b>	Conduct shelter intake, check-in and check-out activities, animal care activities, and upkeep of the Companion Animal Shelter Trailer (CAST) and pet maintenance area under the supervision of the Pet Sheltering Supervisor.	Sheltering SOG, Pet Sheltering Team Member Job Aid, Pet Sheltering Rules, Pet Exercise Session Sign Up Sheet, Pet Shelter Extended Check-Out Log

# SHELTER ROLES AND RESPONSIBILITIES

Role	Responsibilities	Forms Needed
<b>Registration Supervisor</b>	Oversight of all shelter intake, check-in and check-out activities. Distribute shelter information including rules, procedures and policies to shelter clients. Referral of shelter clients for functional and access needs assessment, health services or animal care as needed. Perform all registration area tasks In the absence of other Registration/Screening Team Members.	Sheltering SOG, Shelter Rules, Registration Supervisor, Team Member and Screening Team Member Job Aids, Shelter Registration Form, CMIST Worksheet, Dormitory Map, Sign In/Out Record
<b>Registration Team Member</b>	Conduct shelter intake, check-in and check-out activities. Distribute shelter information including rules, procedures and policies to shelter clients.	Sheltering SOG, Shelter Rules, Registration Team Member Job Aid, Shelter Registration Form, CMIST Worksheet, Dormitory Map, Sign In/Out Record
<b>Screening Team Member</b>	Conduct a brief assessment of shelter client health. Direct clients to registration or isolation areas.	Sheltering SOG, Shelter Rules, Screening Team Member Job Aid