

Registration Supervisor Job Aid

READ THIS ENTIRE JOB AID BEFORE TAKING ACTION

Reports to:	Shelter Shift Supervisor
Reporting to you:	Registration and Screening Team Members
General job overview:	Provides a welcome atmosphere to shelter clients arriving at the shelter. 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.
Knowledge and training:	ARC Shelter Fundamentals, ARC Shelter Supervisor Course, Psychological First Aid: Helping Others in Times of Stress

INITIAL ACTIONS

<input type="checkbox"/> Begin an ICS 214 form documenting work start and end times, any notable occurrences and activities completed during your shift.
<input type="checkbox"/> Review <ul style="list-style-type: none"> <input type="checkbox"/> Cabarrus County Sheltering SOG <input type="checkbox"/> Shelter Rules <input type="checkbox"/> Shelter Registration Form <input type="checkbox"/> Sign In/Out Record <input type="checkbox"/> CMIST Worksheet <input type="checkbox"/> Dormitory Map <input type="checkbox"/> Registration Supervisor Job Aid <input type="checkbox"/> Registration Team Member Job Aid <input type="checkbox"/> Screening Team Member Job Aid
<input type="checkbox"/> Setup of registration table(s). <i>The registration area should have, at minimum, 1 table, 2 chairs for staff, and 2 chairs for shelter clients</i>
<input type="checkbox"/> If required, setup of initial screening table(s). <i>Set up screening area with a minimum of 1 table and 2 chairs for staff. The screening area should preferably be located on the exterior of the building in a covered area near the shelter entrance.</i>
<input type="checkbox"/> If possible, set up waiting area for people waiting to register. Ensure area is protected from elements and include chairs if they are available.
<input type="checkbox"/> Post registration signage.
<input type="checkbox"/> Post signage at all exits to remind those leaving the shelter to go to the registration desk when checking out of the shelter.
<input type="checkbox"/> Review shelter registration policies and procedures with staff.
<input type="checkbox"/> Distribute necessary forms to staff.
<input type="checkbox"/> Assign team members to registration or screening tables.

DAILY SHELTER OPERATIONS
<input type="checkbox"/> Sign in and out at the Staff Area, including leaving for breaks.
<input type="checkbox"/> Complete an ICS 214 documenting your shift start and end times, any notable occurrences and activities completed during your shift.
<input type="checkbox"/> Oversee registration area activities including: <ul style="list-style-type: none"> • Intake • Assign cots and update Dormitory Map • Check-in and check-out • Refer shelter clients to additional services as needed (functional and access needs, medical, behavioral, human services) • Final check-out of clients
<input type="checkbox"/> Assign cots to shelter clients. <ul style="list-style-type: none"> • Assign family members to adjacent cots • Provide additional space or special placement for clients with disabilities or other access or functional needs.
<input type="checkbox"/> Work with Registration Team Members to refer the following individuals to a Health Service staff member: <ul style="list-style-type: none"> • Ill/injured persons • Any individuals on medications • Any individual with restricted diets • Individuals who request support for access or functional needs or who may have pre-disaster medical needs (e.g., mother with a newborn infant or someone just released from the hospital).
<input type="checkbox"/> Contact the Shelter Manager or Shelter Shift Supervisor with shelter client issues that are beyond the scope of the registration team to resolve. Clients required by law to register with any state or local government agency should be referred directly to the Shelter Manager or, in the Shelter Shift Supervisor
<input type="checkbox"/> Provide registration information to the Shelter Shift Supervisor. Track the following: <ul style="list-style-type: none"> • Total number of people registered since the shelter opened. • Total number of people registered during shift. • Total number of current shelter occupants (exclude any household that have left and do not plan to return). • Estimated number of pets referred to pet sheltering. • Total registration team members on current shift.
<input type="checkbox"/> Ensure shelter registration forms are stored in the appropriate location, as instructed by the Shelter Manager.
<input type="checkbox"/> Make sure Registration Team Members are distributing Shelter Rules to all shelter clients.
<input type="checkbox"/> Periodically provide Dormitory Supervisor with Dormitory Map updates.
<input type="checkbox"/> Maintain Sign In/Out Record. <i>All clients, caregivers and visitors must sign in and out upon entering and leaving the facility.</i>
<input type="checkbox"/> Escort official visitors, including the media, to the Shelter Manager after they have been signed in.
<input type="checkbox"/> Communicate registration area needs, potential issues, and security concerns to Shelter Shift Supervisor.
<input type="checkbox"/> Ensure that Registration Team Members are completing ICS 214 forms and collect them at the end of their shift.
<input type="checkbox"/> Review ICS 214 forms for accuracy and completeness and submit to Shelter Shift Supervisor.
<input type="checkbox"/> Create and distribute staff contact list (give copy to Shelter Shift Supervisor).
<input type="checkbox"/> Conduct shift change briefing with oncoming Registration Supervisor.

SHELTER CLOSING ACTIONS
<input type="checkbox"/> Attend closing brief with Shelter Manager to receive instructions and timelines for shelter closure.
<input type="checkbox"/> Brief Registration Team Members on what cleaning and closing actions will need to be taken.
<input type="checkbox"/> Inspect Registration Area to ensure all shelter signage has been removed.
<input type="checkbox"/> Demobilize shelter equipment. <ul style="list-style-type: none"> • Use list below as a guide to ensure all shelter equipment is accounted for. • Clean and disinfect equipment as necessary. • Make note of any disposable items from supply list below that will need to be restocked. • Report any missing or broken equipment to the Shelter Shift Supervisor.
<input type="checkbox"/> Perform final walk through of Registration Area.
<input type="checkbox"/> Notify Shelter Shift Supervisor of any damages to the shelter facility that cannot be resolved prior to closure.
<input type="checkbox"/> Turn in all remaining paperwork, include ICS 214 and intake forms, to Shelter Shift Supervisor.
<input type="checkbox"/> Participate in debrief. Contribute to AAR report and Plan of Improvement as requested by EM.

LOGISTICS SUPPLY LIST
Registration setup: Tables, chairs, secure storage for registration forms, registration signage, painters' tape
Screening setup (if applicable): Tables, chairs
Client supplies: Shelter Rules handout, hand sanitizer, tissue
Cleaning Supplies: Disinfectant wipes, broom, dust pan, paper towel, all purpose cleaner, disposable gloves
Office supplies: Pens and pencils, notebook, post-its, scissors, stapler, paper clips, binder clips, clipboards, folders, binders, 3-hole punch, tape
Personal supplies: Agency ID, mobile phone and charger, comfortable closed toe shoes, water bottle, snacks