

Registration Team Member Job Aid

READ THIS ENTIRE JOB AID BEFORE TAKING ACTION

Reports to:	Registration Supervisor
Reporting to you:	n/a
General job overview:	Provide a welcome atmosphere to shelter clients arriving at the shelter. Conduct shelter intake, check-in and check-out activities. Distribute shelter information including rules, procedures and policies to shelter clients.
Knowledge and training:	ARC Shelter Fundamentals

INITIAL ACTIONS

- Begin an ICS 214 form documenting work start and end times, any notable occurrences and activities completed during your shift.
- Review
 - Cabarrus County Sheltering SOG
 - Shelter Rules
 - Shelter Registration Form
 - Sign In/Out Record
 - CMIST Worksheet
 - Dormitory Map
 - Registration Team Member Job Aid
- Assist Registration Supervisor in setup of registration area tables, signage, etc.
The registration area should have, at minimum, 1 table, 2 chairs for staff, and 2 chairs for shelter clients.

DAILY SHELTER OPERATIONS

- Sign in and out at the Staff Area, including leaving for breaks.
- Complete an ICS 214 documenting your shift start and end times, any notable occurrences and activities completed during your shift.
- Register shelter clients using Shelter Registration Form. Use only one form per family.
- Oversee registration area activities including:
 - 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)
 - 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
 - Final check-out of clients

<input type="checkbox"/> Assign cots to shelter clients. <ul style="list-style-type: none"> • Assign family member 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 Supervisor 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"/> Distribute Shelter Rules to all shelter clients.
<input type="checkbox"/> Direct registered clients to Dormitory Area
<input type="checkbox"/> Ensure shelter registration forms are stored in the appropriate location, as instructed by the Registration Supervisor.
<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"/> Notify Registration Supervisor of official visitors.
<input type="checkbox"/> Remind clients that they are expected to sign out at the registration desk upon final departure.
<input type="checkbox"/> Answer shelter client questions or refer them to other shelter staff if appropriate
<input type="checkbox"/> Communicate registration area needs, potential issues, and security concerns to Registration Team Supervisor.

SHELTER CLOSING ACTIONS

<input type="checkbox"/> Ensure that the Registration Area has been thoroughly cleaned.
<input type="checkbox"/> Remove all shelter signage from the Registration Area.
<input type="checkbox"/> Identify and provide notification to the Shelter Shift Supervisor of all borrowed, misplaced or broken equipment.
<input type="checkbox"/> Perform final walk through of Registration Area.
<input type="checkbox"/> Notify Registration Supervisor of any damages to the shelter facility that cannot be resolved prior to closure.
<input type="checkbox"/> Turn in all remaining paperwork to Registration Supervisor.
<input type="checkbox"/> Participate in debrief.

LOGISTICS SUPPLY LIST

Registration setup: Tables, chairs, secure storage for registration forms, registration signage, painters' tape
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, folders, binders, 3-hole punch, tape
Personal supplies: Agency ID, mobile phone and charger, comfortable closed toe shoes, water bottle, snacks