

Shelter Manager Job Aid

READ THIS ENTIRE JOB AID BEFORE TAKING ACTION

Reports to:	Cabarrus County EOC Liaison or Cabarrus County EM
Reporting to you:	Shelter Shift Supervisor, Logistics Supervisor, Nursing Lead, Human Services Liaison, Security (Law Enforcement) Liaison, Behavioral Health Liaison
General job overview:	Responsible for all aspects of the shelter operations at the shelter location. Main shelter contact for all partnering agencies
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"/> Gather information as to shelter location, scope, capacity, staffing, layout and supplies with the IC/ EOC or EM
<input type="checkbox"/> Create contact list including but not limited to: <ul style="list-style-type: none"> • Supporting agencies • EOC • Facility Representative
<input type="checkbox"/> Discuss approval and process for all shelter expenditures from the IC/EOC
<input type="checkbox"/> Review <ul style="list-style-type: none"> • Cabarrus County Sheltering SOG • All Shelter forms • All Shelter Job Aids
<input type="checkbox"/> Conduct opening the facility walk-through with Facility Manager/Representative and complete Shelter Facility Pre-Opening Inspection Form
<input type="checkbox"/> Locate AEDs, first aid kits, fire extinguishers and fire exits. Include this information in staff brief.
Ensure the applicable staff positions and tasks are assigned with priority given to the following positions: <ul style="list-style-type: none"> <input type="checkbox"/> Shelter Shift Supervisor: Primary contact for shelter staff. In the absence of a shift supervisor, the Shelter Manager will be responsible for all duties. <input type="checkbox"/> Logistics Supervisor: posting of signage outside of the shelter, supply organization, coordinating delivery of supplies needed to set up and maintain feeding and other shelter operations. <input type="checkbox"/> Nursing Lead: set up health services and isolation area and prepare to perform health screenings for incoming shelter clients. <input type="checkbox"/> Registration Supervisor: set up registration and screening areas, assigns cots. <input type="checkbox"/> Dormitory Supervisor: set up cots, monitor sleeping areas. <input type="checkbox"/> Food Services Supervisor: prepare/set out snacks and beverages. Determine when the first meal will be procured/obtained, time of meal, number of meals required.

<input type="checkbox"/> Use the Staff Brief Job Aid to brief and organize staff (basic operations, sign-in/out process for staff, completion of ICS 214's, individuals with functional and access needs, service animals, household pets, any other key issues).
<input type="checkbox"/> Supervise shelter setup. Essential areas first: Screening, registrations, health services, isolation, dormitory and feeding. Ensure space is designated for possible setup of behavioral health, human services, supply storage, client recreation area, lactation and staff command/break area.
<input type="checkbox"/> Review site at completion of setup.
<input type="checkbox"/> Complete contact list for the shelter and distribute.
<input type="checkbox"/> Notify EOC/EM when shelter is ready to receive clients.
<input type="checkbox"/> Develop staffing plan for next 48-72 hours in coordination with the EOC/EM and sheltering partners.
<input type="checkbox"/> Coordinate notification of additional personnel if needed.
<input type="checkbox"/> Meet with Logistics Supervisor to discuss orders of needed supplies.
<input type="checkbox"/> Meeting with Food Service Supervisor to discuss food services needs and schedules.
<input type="checkbox"/> Meet with Shelter Shift Supervisor to discuss shelter schedule and daily operations and required paperwork.

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"/> Conduct check-in every shift with Shift Supervisor.
<input type="checkbox"/> Maintain regular (at least daily) communication with EOC/supporting agencies to communicate and review the following: <ul style="list-style-type: none"> <input type="checkbox"/> Daily shelter activity and client count information. <input type="checkbox"/> Discuss issues and resource support needs. <input type="checkbox"/> Evaluate security requirements and place support requests. <input type="checkbox"/> Discuss status of overall disaster response and any potential issues that might impact shelter operations.
<input type="checkbox"/> Hold regularly scheduled meetings with shelter clients to: <ul style="list-style-type: none"> • Communicate pertinent information. • Provide rumor control.
<input type="checkbox"/> Conduct meetings with shelter staff as needed.
<input type="checkbox"/> Review shift assignments for shelter staff.
<input type="checkbox"/> Review ICS 214's from staff.
<input type="checkbox"/> Use the Daily Shelter Report form to conduct regular shelter walk-throughs and monitor the following shelter operations: <ul style="list-style-type: none"> • Registration area • Food Service area • Dormitory area • Other areas of the facility including restrooms and exterior
<input type="checkbox"/> Ensure client needs and health standards are being met.
<input type="checkbox"/> Establish regular communication with Facility Representative to share concerns and address potential problems.

SHELTER CLOSING ACTIONS
<input type="checkbox"/> Discuss plans for closing the shelter with the EOC and relevant supporting agencies.
<input type="checkbox"/> Discuss closing plans with shelter staff supervisors. Identify the following: <ul style="list-style-type: none"> • Unmet needs of shelter clients and resources that may be available to assist. • What cleaning and closing actions will need to be taken by staff. • Final paperwork completion and submission procedures. • Timeframe for completing closing actions. • When to expect debrief meetings/survey.
<input type="checkbox"/> Discuss closing plans with shelter clients. Provide the following: <ul style="list-style-type: none"> • Adequate notice of closing. • Referrals, if needed.
<input type="checkbox"/> Ensure that the facility has been thoroughly cleaned.
<input type="checkbox"/> Inspect facility to ensure all shelter signage has been removed.
<input type="checkbox"/> Identify and provide notification to the appropriate party of all borrowed, misplaced or broken equipment.
<input type="checkbox"/> Perform final facility walkthrough with facility representative and complete Shelter Facility Closing Inspection form.
<input type="checkbox"/> Submit all paperwork including activity logs, invoices and reports to the EOC/EM.
<input type="checkbox"/> Participate in debrief. Contribute to AAR report and Plan of Improvement as requested by EM.

SHELTER MANAGER SUPPLY LIST
Documents: Copies of all forms used in sheltering operations, Sheltering SOG, job aids, and signage
Client Supplies: Refer to the Shelter Supply List in the Sheltering SOG and individual job aids
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