

Shelter Shift Supervisor Job Aid

READ THIS ENTIRE JOB AID BEFORE TAKING ACTION

Reports to:	Shelter Manager
Reporting to you:	Registration Team Supervisor, Food Service Supervisor, Dormitory Supervisor, Pet Sheltering Supervisor
General job overview:	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 issue that staff feel exceed their normal ability to respond to. Ensures all applicable reports are being completed and submits them to Shelter Manager
Knowledge and training:	ARC Shelter Fundamentals, ARC Shelter Supervisor Course, Psychological First Aid: Helping Others in Times of Stress

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
 - All Shelter forms
 - All Shelter Job Aids
- Assist the Shelter Manager in site setup.
- Receive initial staffing plan and contact list from Shelter Manager.
- If present at shelter opening, attend initial staff briefing along with meetings for Logistics and Food Services.

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.
- Coordinates with Food Service Supervisor on daily menu, meal schedule and resource/staffing needs.
- Meets with Registration Team Supervisor to discuss check-ins/check-outs, material or staffing needs.
- Conducts check-in with Pet Sheltering Supervisor regarding facility, staff or resource needs.
- Meets with Dormitory Supervisor to discuss new or ongoing shelter client needs.
- Provides Dormitory Supervisor on information to be posted in the dormitory area including, but not limited to:
 - Scheduled Shelter Manager briefing to clients
 - Meal schedule
 - Shelter quiet times
 - Shelter rules and policies
 - Any other information useful to shelter clients

<input type="checkbox"/> Conduct regular shelter walk-throughs to monitor the following shelter operations: <ul style="list-style-type: none"> • Registration area • Food preparation and serving areas • Dormitory area • Other areas of the facility including restrooms and exterior
<input type="checkbox"/> Performs daily check-ins with the following to assess needs and support: <ul style="list-style-type: none"> • Nurse Lead • Behavioral Health • Social Services • Security • EMS
<input type="checkbox"/> Collects daily activity logs (Form ICS 214) and submits to the Shelter Manager.
<input type="checkbox"/> Completes shelter schedules and submits to shelter manager for approval
<input type="checkbox"/> Maintain shelter staff contact list
<input type="checkbox"/> Compiles shelter information for assigned shift on: <ul style="list-style-type: none"> • Number of clients • Number of meals distributed
<input type="checkbox"/> Conduct shift-change briefing with oncoming Shelter Shift Supervisor to share issues from the previous shift and to discuss: <ul style="list-style-type: none"> • Projected shelter needs • Staff schedules and assignments • Potential areas of concern
<input type="checkbox"/> Provides other assistance to shelter staff as able.

SHELTER CLOSING ACTIONS

<input type="checkbox"/> Attend shelter closing meeting conducted by the Shelter Manager to discuss: <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"/> Supervise and complete all actions required to clean the shelter and return it to its original state.
<input type="checkbox"/> Remove all shelter signage.
<input type="checkbox"/> Demobilize shelter equipment. <ul style="list-style-type: none"> • Ensure all shelter equipment is accounted for. • Verify that equipment is cleaned and disinfected. • Compile list of disposable items that will need to be restocked and provide to the Shelter Manager • Report any missing or broken equipment to the Shelter Manager.
<input type="checkbox"/> Notify Shelter Manager of any damages to the shelter facility that cannot be resolved prior to closure.
<input type="checkbox"/> Collect all paperwork including ICS 214 forms, invoices and reports and submit to the Shelter Manager.
<input type="checkbox"/> Participate in debrief. Contribute to AAR report, Plan of Improvement as requested by EM.

SHELTER SHIFT SUPERVISOR 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