# ICS-204 Position Description: Shelter Manager

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| **Position** | Shelter Manager |
| **Position Supervisor** | Washington County EOC Shelter Group Supervisor |
| **Work Location** | Disaster Shelter, as assigned<br>[Shelter Location Name]<br>[Shelter Address/Coordinates]<br>[Directions and Notes about Access] |
| **Shifts** | [Shift start/end]<br>See deployment message for additional information |
| **24-Hour Contact** | EOC Shelter Group Supervisor<br>[Supervisor Contact Info]<br>[Backup EOC Contact Info] |
| **Facility Contact** | [Facility Contact 1 Info]<br>[Facility Contact 2 Info]<br>[Facility Contact 3 Info] |
| **Unit Overview** | The Shelter Group is responsible for coordinating shelter operations during a Washington County emergency response. This group is part of the Community Services Branch in the Operations Section of the EOC.<br><br>The Shelter Manager is part of the EOC Shelter Group but is responsible for onsite management and expected to report directly to the shelter. See above for alternative work location details. |
| **Position Responsibilities** | • Maintain overall responsibility for the management of the shelter during assigned shifts, including the physical facility and human resources.<br>• Provide supervision and administrative support for shelter staff and volunteers.<br>  ○ Maintain situational awareness<br>  ○ Manage all staff assigned to the site, supporting each in their role.<br>  ○ Delegate assignments to staff and rotate general staff positions on a regular basis<br>• Ask for a briefing with the outgoing Shelter Manager when you arrive. Cover at least the following information:<br>  ○ Site walkthrough<br>  ○ Safety considerations<br>  ○ Inventory concerns (supplies that are running low) and/or resource requests that have been submitted<br>• May also act as the shift supervisor during an assigned shift.<br>• Coordinate with shift supervisors to:<br>  ○ Host incoming and outgoing shift briefings<br>  ○ Conduct regular head counts and registration counts per incident reporting procedures<br>  ○ Support the equitable distribution of supplies for clients.<br>  ○ Establish and maintain a shift log<br>  ○ Maintain accountability of all staff and clients<br>• Arrange for staff to walk the perimeter of the facility, accompanied by another staff member if needed, every hour for fire safety and situational awareness.<br>• Coordinate with the Shelter Group Supervisor to ensure the shelter is resourced and staffed sufficiently to provide a safe environment for clients, staff, and volunteers. Track status of requests and keep staff and clients informed. |

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| | • Pets may be present. Service animals are allowed wherever their owners are allowed. Pets must remain under the control of the owner at all times (i.e., leashed or crated)<br>• Do not accept unwanted donations<br>• Coordinate shelter set-up and tear-down (as needed)<br>• With team, maintain general cleanliness and order of the shelter<br>• Conduct a shift briefing with the next Shelter Manager.<br>• Within Washington County shelter best practices and guidelines, independently address issues and solve problems where possible. Report issues to and request support from the Shelter Group Supervisor where necessary. |
| **Position Qualifications** | • Must be 18 or older<br>• Must have completed a background check with Washington County or be an affiliated volunteer (e.g., CERT/NET, MRC)<br>• Preference for experience working in a shelter<br>• Preference for experience leading small teams under stressful conditions<br>• Required References/Resources<br>  ○ ARC Operating a Shelter Checklist<br>  ○ FEMA P-785/ARC Shelter Field Guide<br>  ○ Washington County Tools & Resources for Onsite Shelter Management<br>• Recommended training<br>  ○ Shelter Fundamentals (Washington County or the American Red Cross)<br>  ○ FEMA IS-406 Operating a Shelter (FEMA, 5 hrs)<br>  ○ FEMA K-419 Shelter Field Guide Training (8 hrs)<br>  ○ Basic CPR/AED/First Aid training (8 hrs)<br>  ○ Naloxone training (Multnomah County Public Health, 7:20min)<br>  ○ Emotional & Psychological First Aid (Coursera, 6 hrs)<br>  ○ De-escalation (Joint Office of Homeless Services), 4 hrs) |
| **Working Environment** | • May include walking, standing for extended periods, bending, and lifting and carrying less than 50 lbs (e.g., bins, cots, sleeping pads).<br>• To help create a supportive environment for self, clients and colleagues, staff should:<br>  ○ Strive to create safe, welcoming, empowering spaces<br>  ○ Practice patience, calm, and compassion with self and others<br>  ○ Take a person-centered, trauma-informed approach when interacting with clients<br>  ○ Work diligently to diffuse and de-escalate situations where possible.<br>  ○ Maintain appropriate boundaries with clients.<br>  ○ Respect the privacy of clients and other staff.<br>• [Hardship codes]<br>• [Staff Shelter Information]<br>• [Staff Meals and Breaks information] |
| **Safety Message** | • Report issues to the Shelter Group Supervisor.<br>• If it is an emergency, call 911. If 911 is not available, contact the Shelter Group Supervisor.<br>• Some clients may have injuries, chronic illnesses, and/or other access and functional needs:<br>  ○ For physical health concerns: Consult onsite medical/first aid staff if any.<br>  ○ For behavioral health or substance use challenges: Consult behavioral staff or staff with de-escalation and/or mental health first aid training, if any.<br>• Close-toed shoes are required. Some additional recommendations: |

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| | ○ Comfortable clothing that allows for movement<br>○ Durable clothing that you don't mind getting dirty<br>○ Layers (for example, short sleeves with a jacket)<br>• During general set up<br>○ Use proper lifting techniques<br>○ Wear work gloves<br>• To prevent and limit the spread of disease, staff should:<br>○ Wash or sanitize hands frequently and try not to touch their faces<br>○ Wear gloves when touching food items or the personal belongings of clients.<br>○ Stay home or isolate if not feeling well<br>○ Consider wearing a face mask, especially indoors<br>• Work throughout each shift to comply with safe-food handling protocols<br>○ Ensure that surfaces and frequently touched items/areas are cleaned regularly.<br>○ Do not accept or serve home-prepared foods.<br>• Work throughout each shift to ensure there are enough general sanitation supplies available: masks, hand sanitizer or soap at handwashing stations, anti-bacterial wipes, cleaning/disinfectant spray with paper towels, nitrile gloves<br>• During general clean-up:<br>○ Empty trash frequently so that bags are not completely full and difficult to pick up. Be mindful of sharp objects. Wear nitrile gloves underneath puncture resistant gloves when emptying<br>○ Wear nitrile gloves when handling client personal belongings |
| **Prepared By / Date:** | |
| **Approved By / Date:** | |