

POSITION QUALIFICATIONS FOR MASS CARE

SHELTER MANAGER

TYPE	TYPE I	TYPE II
DESCRIPTION	The Shelter Manager I is responsible for providing leadership, supervision, and administrative support for Long-Term/Mega-Shelter and/or Standard/Short-Term large population sheltering operations. This person ensures the needs of shelter occupants are being met. This person supervises shelter operations, composed of several work teams and/or service providers, by assuming accountability for the shelter's overall operation.	The Shelter Manager II is responsible for providing supervision and administrative support for shorter duration shelter operations (e.g., an Emergency Evacuation site or Standard/Short-Term shelter). This person ensures the needs of shelter occupants are being met. This person supervises work teams and/or service providers by assuming accountability for the assigned workers within the shelter. The Shelter Manager II is also able to answer common questions on a day-to-day basis. Further guidance on sheltering, shelter staffing, and mass care strategies may be found on the National Voluntary Organizations Active in Disaster website at http://www.nvoad.org .
CATEGORY	CRITERIA	CRITERIA
EDUCATION	Not specified	Not specified
	NOTES: None	
TRAINING	Completion of the following courses/curricula: Same as Type II Plus: <ol style="list-style-type: none"> 1. ICS-/IS-200: Basic ICS for Single Resources and Initial Action Incidents 2. ICS-300: Intermediate ICS for Expanding Incidents 3. IS-701: NIMS Multiagency Coordination System (MACS) Course 4. IS-800: National Response Framework (NRF), An Introduction 5. IS-10: Animals in Disasters, Module A: Awareness and Preparedness 6. IS-366: Planning for the Needs of Children in Disasters 	Completion of the following courses/curricula: <ol style="list-style-type: none"> 1. ICS-/IS-100: Introduction to Incident Command System (ICS) 2. IS-700: National Incident Management System (NIMS), An Introduction 3. American Red Cross Shelter Operations training or equivalent by authorized sheltering providers 4. IS-197.EM: Functional Needs Planning Considerations for Emergency Management 5. IS-197.SP: Functional Needs Planning Considerations for Service and Support Providers

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	NOTES: None	
EXPERIENCE	<p>Same as Type II Plus:</p> <ol style="list-style-type: none"> Strong communication (written and verbal) skills, including effective listening skills Supervision of multiple diverse work personnel and teams, including volunteers and employees Experience as manager or supervisor in a shelter operation exceeding seven consecutive days or facility operations for a large-scale operation Basic knowledge of support/operational functions that include client services, material support services, building access control, donations management, housekeeping, and janitorial services. 	<ol style="list-style-type: none"> Ability to manage multiple priorities and tasks simultaneously, organize work programs and activities, and assign and delegate work to subordinates or work teams Knowledge and understanding of the full range of needs and services of special populations sheltered (e.g., children and persons with functional and access needs) as defined in the National Response Framework and the Functional Needs Support Services guidance document Knowledge of support/operational functions used in the type of shelter operated, to minimally include administration and record keeping; shelter reporting systems; registration and records; feeding; dormitory operations; security and crowd management; and public health, medical health, and mental health services Knowledge of shelter agreements and facility inspection/liability review process for a shelter facility Experience conducting staff meetings, delegating tasks, and communicating instructions Experience working with safety and security issues and concerns Good communication (written and verbal) skills, including effective listening skills Organizing and supervising multiple work teams Operation of a shelter facility or participation in a shelter management exercise
	NOTES: None	
PHYSICAL/ MEDICAL FITNESS	<p>Compliance with the following criteria:</p> <ol style="list-style-type: none"> Medical requirements established by the AHJ Minimum physical fitness standards as required by the AHJ Physical capability to work long hours in adverse and potentially extreme environmental conditions 	Same as Type I
	NOTES: None	
CURRENCY	Qualifying incident experience or participation in exercises, drills, or simulations within the past five years	Not specified
	NOTES: None	

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<p>PROFESSIONAL AND TECHNICAL LICENSES AND CERTIFICATIONS</p>	<p>Not specified</p>	<p>Not specified</p>
<p>NOTES: None</p>		
<p>TYPE</p>	<p>TYPE III</p>	
<p>DESCRIPTION</p>	<p>The Shelter Manager III is responsible for providing supervision and operational support for shelter operations of short duration (e.g., an Emergency Evacuation Site or Temporary Evacuation Point shelters). This person ensures the needs of shelter occupants are being met. This person supervises a work team and/or service providers by assuming accountability for the assigned workers within the activity. Further guidance on sheltering, shelter staffing, and mass care strategies may be found on the National Voluntary Organizations Active in Disaster website at http://www.nvoad.org.</p>	
<p>CATEGORY</p>	<p>CRITERIA</p>	
<p>EDUCATION</p>	<p>Formal education that ensures competency in reading, writing, and communication skills</p>	
<p>NOTES: None</p>		
<p>TRAINING</p>	<p>Completion of the following courses/curricula:</p> <ol style="list-style-type: none"> 1. American Red Cross Shelter Operations training or equivalent Orientation that creates awareness of Needs of Children, Animals in Disasters, and Functional Needs Considerations (see FEMA: <i>Shelter Field Operations Guide</i> –planned for future release date) 	
<p>NOTES: None</p>		
<p>EXPERIENCE</p>	<ol style="list-style-type: none"> 1. Knowledge of shelter operations through experience as a shelter worker or relevant training and/or exercises 2. Knowledge of shelter agreements and facility inspection 3. Experience organizing and supervising workers 4. Awareness of support/operational functions/activities involved in a similar shelter operation (e.g., administration and record keeping, registration and records, feeding, shelter activity reporting procedures, and dormitory operations) 5. Good communication skills, including written and oral, and effective listening skills 6. Ability to delegate tasks and communicate instructions 7. Knowledge and understanding of the needs and services of special populations as defined in the National Response Framework and the Functional Needs Support Services guidance document 8. Ability to manage multiple priorities and tasks simultaneously; ability to organize work activities and delegate work, as needed 9. Supervision of diverse work personnel, including volunteers and employees 	

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	NOTES: None
PHYSICAL/ MEDICAL FITNESS	<p>Compliance with the following criteria:</p> <ol style="list-style-type: none"> 1. Medical requirements established by the AHJ 2. Minimum physical fitness standards as required by the AHJ <p>Physical capability to work long hours in adverse and potentially extreme environmental conditions</p>
	NOTES: None
CURRENCY	Training, qualifying experience, or participation in exercises, drills, or simulations within the past five years
	NOTES: None
PROFESSIONAL AND TECHNICAL LICENSES AND CERTIFICATIONS	Not specified
	NOTES: None

ORDERING SPECIFICATIONS OR DESIGNATIONS

- Can be ordered as an individual asset
- Can be ordered in conjunction with a NIMS typed team ()
- Can be ordered in conjunction with a NIMS typed unit ()

REFERENCES

1. *Strategies for Working with Hard-to-Reach Populations*
 Presenter: Ana-Marie Jones
 Archived Webcast: Select Podcast 1 and Podcast 2 from http://webcast.idready.org/sum04_webcast.html

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2. *Crisis and Emergency Risk Communication*
Microsoft PowerPoint Presentation: [http://training.fema.gov/EMIWEB/IS/FluPan/References/CDC CERC Pandemic.ppt](http://training.fema.gov/EMIWEB/IS/FluPan/References/CDC_CERC_Pandemic.ppt)
3. *Special Needs & Vulnerable Populations In Emergency Preparedness, The Collaborating Agencies Responding to Disasters (CARD) Model: Prepare to Prosper*
Presenter: Ana-Marie Jones
Microsoft PowerPoint Presentation: http://www.idready.org/webcast/materials/spr07/cider/2007-04-03/CIDP_04-03-07.ppt
4. *Planning for the Needs of Special Populations*
Presenter: Ana-Marie Jones
Webcast: <http://www.ualbanycphp.org/GRS/eventpast.cfm?id=48>
PDF Microsoft PowerPoint Presentation: http://www.ualbanycphp.org/SiteCoordinators/01_12_06/Media/Handouts.pdf
5. Mega-Shelter Planning Guide: <http://www.iavm.org/cvms/pdf/MSPG-11'15'2010.pdf>
6. FEMA: Shelter Field Operations Guide (future release date)

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