



Position: Shelter Manager

Job Summary:

The Shelter Manager is responsible for providing supervision and administrative support for disaster relief actions within the shelter. This person ensures that the needs of shelter occupants are being met. This is a supervisory position and involves supervising volunteers as well as being able to answer common questions on a day-to-day basis.

Major Tasks

- Establish contact with facility representatives and activate the building when ready.
- Ensure all official paperwork is in order. Establish and maintain contact with HUB Coordinator.
- Project staffing and other support requirements for the next 48 hours.
- Coordinate recruitment of additional personnel. Encourage the involvement of shelter residents as workers.
- Organize and brief staff. Ensure that all positions are staffed.
- Evaluate and provide for appropriate developmental/mentoring opportunities for assigned staff.
- Complete work performance evaluations for all staff in work unit, as appropriate. Obtain technical review from the appropriate reviewer.
- Order start-up supplies and equipment and request any support needed through HUB Coordinator or Red Cross designated representative.
- Assess feeding options and discuss recommended solution with supervisor and Food Services supervisor.
- Make sure registration table and shelter log is set up.
- Ensure proper shelter identification both inside and outside of the shelter.
- Ensure that the Welfare Information and Individual Client Services copies of shelter registration forms are forwarded to headquarters or other designated location.
- Ensure Health Services has staff at shelter.
- Develop a schedule for feeding, lights out, shelter rules and information board for all residents to view.
- Promote and environment that eliminates discrimination, harassment or favoritism of any sort and adheres to the zero tolerance policy.
- Resolve staff conflicts and/or recognize when a conflict must be referred to a higher level.
- Model appropriate behavior and treat all workers with respect and dignity at all times.
- Organize and facilitate volunteer meetings as appropriate.
- Seek guidance from supervisor as necessary and appropriate.
- Maintain a professional appearance and attitude.
- Follow and implement requests and direction received from supervisor.

- Support and implement decisions made by disaster operations management.
- Monitor and support the quality of service delivery and morale of the Red Cross/ADRN volunteers and workforce in order to achieve the mission statement of disaster services.
- Ensure clear and concise communication flow between the manager and the relief operation workforce.

Specific Qualifications

- Persons that are currently serving in a supervisory role having five or more persons reporting directly to them (or have served in this role in the recent past), or
- Persons that are currently serving in a management role having two or more supervisors reporting to them (or have served in this role in the recent past), or
- Retired persons having at least five years experience in one of the above roles immediately before retirement, or
- Persons that are serving in a significant leadership role in a community organization such as a church, or
- Current or recently retired commissioned or non-commissioned officer in the military.
- Good analytical skills and strong communication (written and verbal) skills including effective listening skills.
- Strong leadership in a team environment.
- Ability to manage multiple priorities and tasks simultaneously.
- Adapt to change, negotiate compromise, and tolerate ambiguity.
- Organize work activities, delegate work and directly supervise a diverse work unit, including volunteers and employees.
- Ability to objectively evaluate and appropriately document workers' performance
- Competently use computer resources to support work unit.
- Ability to professionally interface and negotiate with external organizations and internal colleagues.
- Strong team building skills.
- Ability to conduct staff meetings and delegate tasks.
- Ability to manage multiple priorities and tasks simultaneously.
- Ability to promote, develop and maintain productive and amicable working relationships with diverse individuals and groups, including peers and supervisors.
- Sensitivity in human interactions to diversity and inclusiveness.

Life Experience examples

- Customer Service Supervisor
- Hotel Supervisor
- College Dormitory Supervisor

Physical Requirements

- Ability to sit or stand for long periods of time.
- Able to adapt to long, irregular hours and frequent schedule changes.
- Must be flexible and adaptable in various situations and work settings, including weather conditions, cultures, and geographic areas for extended periods of times.

Training Requirements

CASHP Shelter Manager Training (6hrs) and 2-3 hours with an online FEMA NIMS training course (The course is free, please visit: <http://emilms.fema.gov/ICS100G/index.htm>).