

## POSITION DESCRIPTION: General Staff - Shelter Setup (ICS-204 Form)

<b>Position:</b> DRC General Staff - Shelter Setup	<b>Section:</b> Emergency Support Function (ESF) - #6
<b>Position Supervisor:</b> Lead (Person in Charge)	
<b>Work Location:</b> Severe Weather Shelter or Center	
<b>Shifts:</b> See Sign Up Genius links	
<b>24 Hour Shelter Contact:</b> [24 Hour Shelter Phone - Site Specific]	<b>ESF-6 Sheltering Lead:</b> 503-988-8937

**Unit Overview:** The Emergency Support Function (ESF) #6 is responsible for coordinating all mass care and sheltering operations during a Multnomah County emergency response.

**Position Responsibilities:** The general staff position performs a variety of roles necessary to set up a Disaster Resource Center (DRC) established by Multnomah County or its partners. This position is supervised by an onsite Shelter Setup Lead and may include organizing, cleaning and setup.

**Working Environment:**

*Site- and shift- specific information will be provided in 'Know Before You Go' email from [eoc.adminsection@multco.us](mailto:eoc.adminsection@multco.us) ahead of each shift.*

Assignment will likely include bending, sweeping/mopping/emptying trash, walking, standing for extended periods, putting together cots, and carrying supplies and equipment, could be up to 40 pounds (groceries/paper goods, sleeping pads, bins and other needed supplies).

1. This position will have limited interaction with guests however, the following information may be helpful if guests arrive early.
  - a. Some guests may have chronic illnesses, and/or injuries and/or be experiencing ongoing mental health or substance use challenges.
    - i. For physical health concerns - if Medical Reserve Corps staff are on site, please consult them. If they are not onsite and it is an emergency, contact 911.
    - ii. For support with behavioral health or substance use challenges - if Behavioral Staff are onsite, please consult them. **Call 503-988-4888 for the Multnomah County Behavioral Health Call Center**
  - b. Be aware that loud discussion can escalate situations because of the need to talk over the sound.
2. Personal Protective Equipment including face masks, nitrile gloves, puncture-resistant gloves, and fluid-impermeable gowns will be available.
3. Masks are not required for staff or guests but will be provided and all are welcome to wear them.

**Ethics & Philosophy**

1. Be patient, kind, and a good listener.
2. Create welcoming spaces and interrupt oppression.
  - a. Ensure the identity of the individual has no effect on the services we provide
3. Use supportive, person first language and body language. Please be mindful of how your behavior can escalate or de-escalate any situation. Individuals staying in the shelter should be referred to as **guests**.

4. Use compassion, acceptance, and mutual respect.

Understanding [Vision, Mission, Values and Goals of Multnomah County](#)

Understanding [Core Concepts of Assertive Engagement](#) for working with guests and other staff

Understanding of [Equity Lens](#) and how to use it when planning, developing or evaluating a policy, program or decisions

Understanding how to inclusively [Lead with Race](#) for all operations and activities and applying a racial equity framework

### **Qualifications**

1. The capability to arrive safely at the facility
2. The capability to lift up to 40 pounds.

### **Safety Message**

1. If any emergency occurs, contact 911 as appropriate, and notify the Shelter Setup Lead
  - a. Bring a flashlight when greeting first responders.
  - b. Guide responders into the space to guest.
  - c. Document your observations and role related to the incident.
1. Call 911 if needed, reference [Safety and Emergency Response Handbook](#) and follow Incident Reporting and Protocol - Found [here](#)

### **General Position Duties**

1. Assist in setting up the shelter space following guidance provided by the Shelter Setup Lead. This may include unpacking and inventorying supplies; setting up tables, chairs, and sleeping mats; hanging signage; taping off guest spaces; general cleaning etc.
2. Arrive on time and stay for the duration of your shift.
3. Familiarize yourself with the facility. This will help you assist with any cleanup or other tasks that may come up during your shift.
4. Maintain situational awareness. Notify the Shelter Setup Lead of any concerns as soon as they are discovered.
5. Check in with the Lead prior to leaving the shelter, even for brief periods of time. Remember to Sign in and out (prior to leaving the shelter, even for brief periods of time)
6. Obtain and use your personal protective equipment (PPE).
7. Attend the incoming, and outgoing, shift briefing with the Shelter Setup Lead.
8. Problem-solve as issues arise and elevate issues to the Shelter Setup Lead as needed.
9. Inform the Shelter Setup Lead if any property damage is observed.
10. Work in a team environment with other staff and a variety of outreach workers, first responders, volunteers, and others who may come to the shelter to provide assistance.
11. Incorporate [MultCo COVID-19 guidance for shelter settings](#) when making decisions in relation to shelter operations, activities, and maneuvering around the shelter.

### **Specific Position Duties**

1. Unload shelter trailer or box truck with shelter supplies and equipment
  - a. Organize supplies, inventory, and note missing supplies or equipment

2. Ensure each shelter site has sufficient signage using clear, kind, and accessible language
  - a. Signs that indicate where the exits/entrances, and wheelchair exit/entrances are located
  - b. Signs welcoming people to the shelter visible upon entry
  - c. Bathrooms clearly labeled
  - d. Smoking area clearly labeled
  - e. Signage conveying what shelter resources are available upon request (i.e. hygiene items, medical items, clothing items, comfort items)
  - f. Signage clearly states the expectations of the program (i.e. when quiet hours are, what is/is not allowed onsite, when to expect meals, important community resources, expected shelter closure date, etc)
  - g. Signage is positive- expresses what guests *can* do rather than what guests *cannot* do - clearly indicating places in the shelter that are/are not accessible to guests (i.e. "Please use front entrance" vs. "Do not enter")
3. Ensure each shelter's physical space has elements of trauma-informed design
  - a. Provide ways for guests to demonstrate self-reliance
    - i. Examples: are there unnecessary barriers to guests accessing basic food and water for themselves? Do the bathrooms have Depends, pads, and tampons available for use? Are there sharps containers in bathroom stalls?
  - b. Reduce visual complexity and environmental stressors
    - i. Examples: are resource tables clear and well organized? If there is no storage room, are extra shelter resources well organized? Are the blankets, cots, and mats as well-organized as possible and clearly arranged? etc.
  - c. Flexible and safe enough seating options and set-up
    - i. Example: set up of the space promotes clear lines of site and few barriers, direct access to doors and exits, flexibility for guests to rearrange some seating options to promote socialization, access to outlets and charging stations promotes safety)
4. Support setting up the Reception Area with [DRC Community Agreements](#), Guest Sign In/Out Sheets, masks and hand sanitizer.
5. Support setting up a Supplies Distribution area - can include cold weather gear, hygiene supplies, and first aid supplies. Ensure copies of [Supplies Distribution guidance](#) are available at the these areas.
6. Support setting up an Information and Resources Table set up. Support staff in labeling the table with a list of resources guests can ask for. Support staff in ensuring that the resources are clearly laid out and accessible to guests. If staff members have questions about certain resources, refer them to the [DRC 2021 Fact Sheet](#) for Information and Resources Table.
7. Support establishing a "Staff Area" with appropriate signage, a place for belongings, any technology (charging site for shelter phone), Document box.
8. Support setup in taping down "Dormitory area" and laying out sleeping supplies
  - a. There should be one row of spaces for guests along a wall with electrical outlets
  - b. There should be clearly marked "exit" aisles that are at least 36" between every two rows of spaces
  - c. Spaces should be 5' by 7' for each guest and each space should be accessible by an exit row.

### Special Instructions

1. Bring snacks and drink plenty of fluids.

2. You may need to be outside and/or work with cleaning products (including bleach solution) during your shift, please dress accordingly. Close toed shoes are required. Some additional recommendations:
  - a. Comfortable clothing that allows for movement
  - b. Durable clothing that you don't mind getting dirty
  - c. Layers (for example, short sleeves with a jacket)Staff are permitted to dress in a way that corresponds with their gender identity and/or gender expression.
3. Remain calm, use supportive language and non-threatening body language. Remember you have a team and support.
4. It is important to talk to someone regarding any response related to stress. The following are tips to limit stress:
  - a. Take steps to promote your own physical and emotional healing by healthy eating, rest, exercise, and relaxation.
  - b. Talk with someone about your feelings - anger, sorrow, and other emotions - even though it may be difficult.
  - c. **Call 503-988-4888 for the Multnomah County Behavioral Health Call Center**

#### **Equipment & Supply Needed**

- Cellular phone

#### **Directions and Parking Information (include photos of entrance, Google map):**

Site- and shift- specific information will be provided in 'Know Before You Go' email from [eoc.adminsection@multco.us](mailto:eoc.adminsection@multco.us) ahead of each shift.

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