



SHELTER FACILITIES SUPPORT TEAM LEADER (NQS)

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| RESOURCE CATEGORY | Mass Care Services |
| RESOURCE KIND | Personnel |
| OVERALL FUNCTION | The Shelter Facilities Support Team Leader provides logistics and maintenance support for a shelter |
| COMPOSITION AND ORDERING SPECIFICATIONS | <ol style="list-style-type: none">1. This position can be ordered as a single resource or in conjunction with a NIMS typed team (Shelter Facilities Support Team).2. Requestor specifies any additional qualifications necessary based on incident complexity and needs3. Discuss logistics for deploying this position, such as working conditions, length of deployment, security, lodging, transportation, and meals, prior to deployment4. The position typically works 12 hours per shift, is self-sustainable for 72 hours and is deployable up to 14 days |

Each type of resource builds on the qualifications of the type below it. For example, Type 1 qualifications include the qualifications in Type 2, plus an increase in capability. Type 1 is the highest qualification level.



| COMPONENT | TYPE 1 | TYPE 2 | TYPE 3 | TYPE 4 | NOTES |
|--------------------|---|---|--|--|---------------|
| DESCRIPTION | <p>Same as Type 2, PLUS: Coordinates all necessary onsite logistical support for shelter operations with a shelter population of more than 2,000 persons and:</p> <ol style="list-style-type: none"> 1. Directly supervises two or more Type 2 Shelter Facilities Support Team Leaders serving in deputy roles; a Type 3 Shelter Facilities Support Team Leader could substitute for one of the Type 2 deputy positions 2. Leads and oversees two or more deputies and 10 to 20 shelter staff members engaged in various facility support functions 3. Manages work assignments for building technicians, vendors and contractors and ensures that they perform all contracted services satisfactorily | <p>Same as Type 3, PLUS: Oversees facility systems and maintenance for a shelter population of 500 to 2,000 persons and:</p> <ol style="list-style-type: none"> 1. Directly supervises a Type 3 Shelter Facilities Support Team Leader and a facilities support group of 5 to 10 shelter staff 2. Identifies and fills shelter facility support staffing requirements 3. Oversees and manages all facilities maintenance work within the shelter 4. Supports AHJ negotiations for facility support services with outside contractors or vendors | <p>Same as Type 4, PLUS: Oversees facility operations, resource management and maintenance support for a shelter population of 250 to 500 persons and:</p> <ol style="list-style-type: none"> 1. Applies problem-solving skills to facilities and property management issues 2. Coordinates the provision, delivery and oversight of sanitation and maintenance services, which may include coordination with outside contractors and vendors, per Authority Having Jurisdiction (AHJ) direction 3. Works with the Shelter Manager to ensure that the facility meets environmental, health and safety standards 4. Determines supply and equipment needs 5. Orders, receives, distributes, stores and accounts for supplies and equipment, at the approval of the AHJ 6. Directs the allocation and use of space and onsite resources 7. Leads a facility support staff | <p>The Type 4 Shelter Facilities Support Team Leader provides basic logistics and maintenance support for a shelter population of fewer than 250 persons and:</p> <ol style="list-style-type: none"> 1. Inspects and surveys the overall facility, including utility systems such as power, gas, heating, cooling and water 2. Informs the Shelter Manager or facility owner of facility problems and works to mitigate concerns 3. Supports the shelter with supplies, resource ordering and inventory tracking 4. Ensures provision of custodial services to keep the facility safe and sanitary | Not Specified |
| EDUCATION | Not Specified | Not Specified | Not Specified | Not Specified | Not Specified |



Position Qualification for Mass Care Services Mass Care Services

| COMPONENT | TYPE 1 | TYPE 2 | TYPE 3 | TYPE 4 | NOTES |
|-----------|----------------|----------------|----------------|--|---|
| TRAINING | Same as Type 2 | Same as Type 3 | Same as Type 4 | Completion of the following: 1. IS-27: Orientation to FEMA Logistics 2. IS-100: Introduction to the Incident Command System, ICS-100 3. IS-200: Basic Incident Command System for Initial Response, ICS-200 4. IS-405: Mass Care/Emergency Assistance Overview 5. IS-700: National Incident Management System, An Introduction 6. IS-800: National Response Framework, An Introduction 7. IS-2900: National Disaster Recovery Framework (NDRF) Overview 8. E0419: Mass Care - Emergency Assistance Shelter Field Guide Training for States and Local Communities, American Red Cross Shelter Operations and Simulation, or equivalent training, at the AHJ's determination | 1. Identified equivalent trainings should meet or exceed course learning objectives 2. The NIMS Training Program defines a national baseline to guide and promote NIMS training. It provides recommendations to assist AHJs in developing their own training plans, tailored to their specific needs |



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| COMPONENT | TYPE 1 | TYPE 2 | TYPE 3 | TYPE 4 | NOTES |
|---------------------------------|---|---|--|--|---|
| EXPERIENCE | <p>Same as Type 2, PLUS: Knowledge, Skills and Abilities:</p> <ol style="list-style-type: none"> Advanced logistics management knowledge Advanced knowledge of building systems operations Leadership skills and demonstrated ability to manage team operations Ability to function as a project manager for contracted building services <p>Experience:</p> <ol style="list-style-type: none"> Successful completion of the NQS PTB for the NIMS Type 1 Shelter Facilities Support Team Leader, or equivalent AHJ documentation Experience working as a facility manager, or equivalent Experience managing facilities support staff Experience leading a Logistics Section or Logistics Unit for a minimum of one week during a disaster response operation | <p>Same as Type 3, PLUS: Knowledge, Skills and Abilities:</p> <ol style="list-style-type: none"> Ability to oversee the maintenance and operation of plumbing, electrical, heating and cooling systems Applied environmental health management skills <p>Experience:</p> <ol style="list-style-type: none"> Successful completion of the NQS PTB for the NIMS Type 2 Shelter Facilities Support Team Leader, or equivalent AHJ documentation Experience overseeing facilities operations Direct supervisory experience with personnel Experience working with and contracting for services with, outside vendors Experience conducting shelter operations at a decision-making level in a facility of at least 250 residents on at least one large incident within the past five years | <p>Same as Type 4, PLUS: Knowledge, Skills and Abilities:</p> <ol style="list-style-type: none"> Understanding of facilities operations, such as electrical, water and sewage Familiarity with procurement processes and inventory management systems Understanding of health and sanitation requirements related to cleaning, disposal and recycling procedures and identifying vector control issues <p>Experience:</p> <ol style="list-style-type: none"> Successful completion of the NQS PTB for the NIMS Type 3 Shelter Facilities Support Team Leader, or equivalent AHJ documentation Experience in staff management and administration | <p>Knowledge, Skills and Abilities: Basic knowledge of logistical support needs for shelter operations</p> <p>Experience:</p> <ol style="list-style-type: none"> Successful completion of the National Qualification System (NQS) Position Task Book (PTB) for the NIMS Type 4 Shelter Facilities Support Team Leader, or equivalent AHJ documentation Resource management experience related to disaster operations within the past five years Familiarity with basic inventory management systems | Not Specified |
| PHYSICAL/MEDICAL FITNESS | Same as Type 2 | Same as Type 3 | Same as Type 4 | <ol style="list-style-type: none"> Moderate Is able to work while wearing appropriate Personal Protective Equipment (PPE) Maintains immunizations in accordance with current AHJ requirements | <ol style="list-style-type: none"> The NIMS Guideline the NQS defines Physical/Medical Fitness level for NQS positions PPE is mission specific and may vary by working environment; it includes protective footwear, protective clothing for skin exposure, eye and ear protection, respirators, gloves and masks |
| CURRENCY | Same as Type 2 | Same as Type 3 | Same as Type 4 | Functions in this position during an operational incident, planned event, exercise, drill or simulation at least once every five year | Not Specified |



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NOTES

Nationally typed resources represent the minimum criteria for the associated category.

REFERENCES

1. FEMA, National Qualification System (NQS) Position Task Book for Shelter Facilities Support Team Leader, latest edition adopted
2. FEMA, NIMS 508: Evacuation Shelter
3. FEMA, NIMS 508: Long-Term Shelter
4. FEMA, NIMS 508: Short-Term Shelter
5. FEMA, National Qualification System (NQS) Position Task Book for Shelter Facilities Support Team Leader, latest edition adopted
6. FEMA, Commonly Used Sheltering Items & Services Listing (CUSI-SL), August 2011
7. FEMA, Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters, November 2010
8. FEMA, National Incident Management System (NIMS), October 2017
9. FEMA, NIMS Guideline for the NQS, November 2017
10. FEMA, National Response Framework, October 2019
11. International Association of Venue Managers (IAVM)/American Red Cross, Mega-Shelter Planning Guide, October 2010
12. National Mass Care Council (NMCC), Shelter Guidance Aid and Shelter Staffing Matrix, October 2010
13. NMCC, Multi-Agency Sheltering/Sheltering Support Planning Template (MASPT), October 2014
14. U.S. Department of Justice (DOJ), Americans with Disabilities Act (ADA) Checklist for Emergency Shelters, July 2007
15. U.S. DOJ, Guidance on the 2010 ADA Standards for Accessible Design, September 2010