



Position Qualification for Mass Care Services
Mass Care Services

MASS CARE SPECIALIST

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| RESOURCE CATEGORY | Mass Care Services |
| RESOURCE KIND | Personnel |
| OVERALL FUNCTION | The Mass Care Specialist performs a wide range of duties in shelters, kitchens, on mobile distribution vehicles, at distribution sites, in warehouses, and at other mass care/emergency assistance (MC/EA) sites |
| 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 (such as Evacuation Coordination Team, Shelter Management Team, or Shelter Resident Services Team)). 2. This position can be ordered with a NIMS typed unit (such as Feeding Services Unit)). 3. Discuss logistics for deploying this position, such as working conditions, length of deployment, security, lodging, transportation, and meals, prior to deployment 4. Requestor indicates desired training or experience when ordering for duties that require special skills 5. Requestor may specify any additional qualifications necessary based on incident complexity and needs |

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 | SINGLE TYPE | NOTES |
|--------------------|---|---------------|
| DESCRIPTION | <p>The Type 1 Mass Care Specialist is a mass care generalist and:</p> <ol style="list-style-type: none"> 1. Performs a wide range of duties and operates proficiently in support of Mass Care/Emergency Assistance (MC/EA) operations, such as: <ol style="list-style-type: none"> a. Feeding b. Reception center c. Respite d. Sheltering e. Distribution f. Evacuation g. Reunification 2. Works in shelters, in kitchens, on mobile distribution vehicles, at distribution sites, in warehouses, and at other MC/EA sites designated by the Authority Having Jurisdiction (AHJ) 3. Performs specialty MC/EA functions, such as safe food handling for feeding operations. | Not Specified |
| EDUCATION | Not Specified | Not Specified |



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| COMPONENT | SINGLE TYPE | NOTES |
|---|---|---|
| TRAINING | Completion of the following: 1. IS-26: Guide to Points of Distribution, or equivalent 2. IS-27: Orientation to FEMA Logistics 3. IS-100: Introduction to the Incident Command System, ICS-100 4. IS-200: Basic Incident Command System for Initial Response, ICS-200 5. IS-405: Overview of Mass Care/Emergency Assistance 6. IS-700: National Incident Management System, An Introduction 7. IS-800: National Response Framework, An Introduction 8. American Red Cross, Shelter Operations and Simulation, or equivalent 9. American Red Cross, Basic Food Safety Training, or equivalent 10. American Red Cross, Feeding Fundamentals, or equivalent | Not Specified |
| EXPERIENCE | Knowledge, Skills, and Abilities: 1. Knowledge of MC/EA services 2. Ability to perform basic MC/EA duties safely and with minimum supervision 3. Flexibility in job assignments Experience: 1. Successfully supported mass care operations during an operational incident, exercise, drill, or simulation | Not Specified |
| PHYSICAL/MEDICAL FITNESS | 1. Moderate 2. Is able to lift up to 50 pounds (lbs.) | The NIMS Guideline for the National Qualification System (NQS) defines Physical/Medical Fitness levels for NIMS positions. |
| CURRENCY | 1. Functions in this position during an operational incident, planned event, exercise, drill, or simulation at least once every three years 2. Background checks as applicable law permits or requires | 1. Type 1 Mass Care Specialists meet Authority Having Jurisdiction (AHJ) badging requirements. 2. The provider must carry out and use any background checks as applicable law specifies. This may include the following: background check currency within 12 months; sex-offender registry check; and a local, state, and national criminal and driving history. |
| PROFESSIONAL AND TECHNICAL LICENSES AND CERTIFICATIONS | Not Specified | Not Specified |



NOTES

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

REFERENCES

1. FEMA, National Incident Management System (NIMS), October 2017
2. FEMA, NIMS 508: Distribution of Emergency Supplies Task Force
3. FEMA, NIMS 509: Distribution of Emergency Supplies Task Force Leader
4. FEMA, NIMS 509: Distribution of Emergency Supplies Team Leader
5. FEMA, NIMS 508: Donated Goods Warehouse Management Team
6. FEMA, NIMS 509: Donated Goods Warehouse Management Team Leader
7. FEMA, NIMS 508: Donations Coordination Task Force
8. FEMA, NIMS 509: Donations Coordination Task Force Leader
9. FEMA, NIMS 509: Donations Specialist
10. FEMA, NIMS 508: Drive-Through Point of Distribution Team
11. FEMA, NIMS 508: Feeding Services Unit
12. FEMA, NIMS 508: Mass Evacuee Support Management Team
13. FEMA, NIMS 508: Mobile Distribution Team
14. FEMA, NIMS 508: Pedestrian Point of Distribution Team
15. FEMA, NIMS 508: Shelter Facility Selection Team
16. FEMA, NIMS 508: Shelter Facilities Support Team
17. FEMA, NIMS 508: Shelter Management Team
18. FEMA, NIMS 508: Shelter Resident Services Team
19. FEMA, NIMS Guideline for the National Qualification System (NQS), November 2017
20. FEMA, National Response Framework, June 2016
21. FEMA and United States Army Corps of Engineers (USACE), Guide to Points of Distribution, January 2009
22. American Red Cross, Bulk Distribution Handbook, 2013
23. National Mass Care Council, Shelter Guidance Aid and Shelter Staffing Matrix, October 2010
24. Occupational Safety and Health Administration (OSHA) 29 Code of Federal Regulations (CFR) Part 1910.178(l): Powered Industrial Trucks, latest edition adopted
25. USACE, Local Distribution Point Planning for Commodities, June 2005