

## SHELTER MANAGER (NQS)

<b>RESOURCE CATEGORY</b>	Mass Care Services
<b>RESOURCE KIND</b>	Personnel
<b>OVERALL FUNCTION</b>	A Shelter Manager is responsible for providing supervision and operational support for shelter operations
<b>COMPOSITION AND ORDERING SPECIFICATIONS</b>	<ol style="list-style-type: none"> <li>1. This position can be ordered as a single resource or in conjunction with a NIMS typed team (Shelter Management Team).</li> <li>2. Further guidance on sheltering may be found on the National Voluntary Organizations Active in Disaster website at <a href="http://www.nvoad.org">www.nvoad.org</a>.</li> <li>3. Requestor specifies any additional qualifications necessary based on incident complexity and needs</li> <li>4. Discuss logistics for deploying this position, such as working conditions, length of deployment, security, lodging, transportation, and meals, prior to deployment</li> </ol>

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	NOTES
<b>DESCRIPTION</b>	<p>The Type 1 Shelter Manager:</p> <ol style="list-style-type: none"> <li>1. Is responsible for providing leadership, supervision, and administrative support for a Long-Term, Mega-Shelter as defined through the American Red Cross Non-Traditional Shelter Concept of Operations Template</li> <li>2. Supervises shelter operations composed of several work teams and service providers</li> <li>3. Ensures the needs of shelter occupants are being met</li> <li>4. Assumes accountability for overall shelter operation</li> </ol>	<p>The Type 2 Shelter Manager:</p> <ol style="list-style-type: none"> <li>1. Is responsible for providing supervision and administrative support for short duration shelter operations, a Standard, Short-Term Shelter as defined through the American Red Cross Non-Traditional Shelter Concept of Operations Template</li> <li>2. Supervises work teams and service providers</li> <li>3. Ensures the needs of shelter occupants are being met</li> <li>4. Assumes accountability for the assigned workers within the shelter</li> </ol>	<p>The Type 3 Shelter Manager:</p> <ol style="list-style-type: none"> <li>1. Is responsible for providing supervision and operational support for shelter operations of short duration, such as an Emergency Evacuation Site or Temporary Evacuation Point shelters</li> <li>2. Supervises a work team and service providers</li> <li>3. Ensures the needs of shelter occupants are being met</li> <li>4. Assumes accountability for the assigned workers within the activity</li> </ol>	Not Specified
<b>EDUCATION</b>	Same as Type 3	Same as Type 3	Not Specified	Not Specified
<b>TRAINING</b>	<p>Same as Type 2, PLUS:</p> <ol style="list-style-type: none"> <li>1. ICS-300: Intermediate ICS for Expanding Incidents</li> <li>2. ICS-400: Advanced ICS for Command and General Staff</li> <li>3. IS-701: NIMS Multiagency Coordination System (MACS) Course</li> <li>4. IS-800: National Response Framework, An Introduction</li> </ol>	<p>Same as Type 3, PLUS:</p> <ol style="list-style-type: none"> <li>1. IS-700: National Incident Management System (NIMS) An Introduction</li> <li>2. IS-703: NIMS Resource Management</li> </ol>	<ol style="list-style-type: none"> <li>1. IS-100: Introduction to Incident Command System, ICS-100</li> <li>2. IS-200: Basic Incident Command System for Initial Response, ICS-200</li> <li>3. IS-10: Animals in Disasters, Awareness and Preparedness (Module A)</li> <li>4. IS-366: Planning for the Needs of Children in Disasters</li> <li>5. American Red Cross Shelter Fundamentals training or equivalent</li> </ol>	Not Specified

Superseded

Position Qualification for Mass Care Services  
Mass Care Services

COMPONENT	TYPE 1	TYPE 2	TYPE 3	NOTES
<b>EXPERIENCE</b>	<p>Same as Type 2, PLUS: Knowledge, Skills and Abilities:</p> <ol style="list-style-type: none"> <li>1. Knowledge and understanding of the access and functional needs of populations as defined in the National Response Framework (NRF)</li> <li>2. Knowledge of the role of voluntary agencies in delivering mass care during an incident, such as with entities associated with the National Volunteer Organizations Active in Disaster (NVOAD) as appropriate for the emergency situation</li> <li>3. General operational knowledge of logistical support systems or procedures</li> </ol> <p>Experience:</p> <ol style="list-style-type: none"> <li>1. Operational experience in providing human services-related activities</li> <li>2. Operational experience in operating a shelter facility in one or more Governor declared states of emergency or in a Presidentially declared disaster</li> <li>3. Operational experience in coordinating assistance with State, local, Tribal, and territorial governments and nongovernmental organizations conducting mass care</li> </ol>	<p>Same as Type 3, PLUS: Knowledge, Skills and Abilities:</p> <p>Knowledge of the liability review process for a shelter facility. This includes, but is not limited to, the ability to inspect a facility and complete a facility survey and a self-inspection work sheet/off premises liability checklist.</p> <p>Experience:</p> <ol style="list-style-type: none"> <li>1. Experience operating a shelter facility or participating in a shelter management exercise</li> <li>2. Experience conducting staff meetings, delegating tasks, and communicating instructions</li> <li>3. Experience working with safety and security issues and concerns</li> </ol>	<p>Knowledge, Skills and Abilities:</p> <ol style="list-style-type: none"> <li>1. Ability to manage multiple priorities, tasks, and work teams simultaneously; organize work and activities; and assign tasks, communicate instructions, and delegate work to subordinates or work teams</li> <li>2. Knowledge of shelter agreements and facility inspection</li> <li>3. Knowledge of support and operational functions used in the type of shelter operated, to include, as a minimum: 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</li> <li>4. Knowledge of the full range of needs and services for special populations (e.g., children and persons with functional and access needs) sheltered as defined in the National Response Framework and the Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters</li> </ol> <p>Experience:</p> <ol style="list-style-type: none"> <li>1. Operational incident or equivalent exercise experience as a shelter worker</li> <li>2. Experience organizing and supervising workers</li> <li>3. Experience supervising diverse personnel, including volunteers and employees</li> </ol>	<p>An example facility survey is available through the American Red Cross.</p>
<b>PHYSICAL/MEDICAL FITNESS</b>	Same as Type 3	Same as Type 3	Moderate	The NIMS Guideline for the NQS defines Physical/Medical Fitness levels for NQS positions.
<b>CURRENCY</b>	Same as Type 2	Same as Type 3, PLUS: Operational incident experience or participation in planned events, exercises, drills, or simulations within the past five years	Not Specified	Provider must carry out and use any background checks as applicable law specifies. This may include a background check completed within past 12 months; sex-offender registry check; and a local, state, and a local, state, and national criminal history.



Position Qualification for Mass Care Services  
Mass Care Services

COMPONENT	TYPE 1	TYPE 2	TYPE 3	NOTES
PROFESSIONAL AND TECHNICAL LICENSES AND CERTIFICATIONS	Not Specified	Not Specified	Not Specified	Not Specified

Superseded



Position Qualification for Mass Care Services  
Mass Care Services

## NOTES

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

## REFERENCES

1. FEMA, NIMS 508: Shelter Management Team
2. FEMA, National Qualification System (NQS) Position Task Book for Shelter Manager, latest edition adopted
3. FEMA, National Incident Management System (NIMS), October 2017
4. FEMA, NIMS Guideline for the NQS, November 2017
5. FEMA, National Response Framework, June 2016
6. FEMA, Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters, November 2010
7. American Red Cross, Non-Traditional Shelter Concept of Operations Template, December 2011
8. American Red Cross, Shelter Facility Survey, August 2011

Superseded