

## SHELTER RESIDENT SERVICES TEAM LEADER (NQS)

| TYPE  | TYPE 1   | TYPE 2  |
|---|--|---|
| <b>DESCRIPTION</b>  | Same as Type 2, PLUS:<br>Oversees staff in a shelter with more than 2,000 residents and may supervise multiple Type 2 Shelter Resident Services Team Leaders assigned as deputies  | Same as Type 3, PLUS:<br>Oversees shelter staff in a shelter with 250 to 2,000 residents and may supervise multiple Type 3 Shelter Resident Services Team Leaders assigned as deputies  |
| <b>CATEGORY</b>   | <b>CRITERIA</b>  | <b>CRITERIA</b>   |
| <b>EDUCATION</b>  | Not Specified<br><b>NOTES:</b> Not Specified   | Not Specified   |
| <b>TRAINING</b>   | Same as Type 2<br><b>NOTES:</b> Identified equivalent trainings should meet or exceed course learning objectives.  | Same as Type 3  |
| <b>EXPERIENCE</b>   | Same as Type 2, PLUS:<br>Knowledge, Skills, and Abilities:<br>Leadership skills and a demonstrated ability to manage large team operations<br><br>Experience:<br>1. Successful completion of the National Qualification System (NQS) Position Task Book (PTB) for the National Incident Management System (NIMS) Type 1 Shelter Resident Services Team Leader, or equivalent Authority Having Jurisdiction (AHJ) documentation<br>2. Experience managing a large team of resident services staff in a complex environment<br><br><b>NOTES:</b> Not Specified | Same as Type 3, PLUS:<br>1. Successful completion of the NQS PTB for the NIMS Type 2 Shelter Resident Services Team Leader, or equivalent AHJ documentation<br>2. Direct supervisory experience with personnel<br>3. Experience leading shelter operations at a decision-making level in a facility of at least 250 residents, in at least three large incidents within the past five years<br>4. Experience managing and operating large venue events, providing a diverse array of services to support individual needs |
| <b>PHYSICAL/MEDICAL FITNESS</b>                               | Same as Type 2<br><b>NOTES:</b> Not Specified  | Same as Type 3  |
| <b>CURRENCY</b>   | Same as Type 2<br><b>NOTES:</b> Not Specified  | Same as Type 3  |
| <b>PROFESSIONAL AND TECHNICAL LICENSES AND CERTIFICATIONS</b> | Not Specified<br><b>NOTES:</b> Not Specified   | Not Specified   |

Superseded



| TYPE        | TYPE 3   | NO TYPE 4      |
|-------------|--|----------------|
| DESCRIPTION | <p>The Type 3 Shelter Resident Services Team Leader oversees shelter staff in a shelter with up to 250 residents and:</p> <ol style="list-style-type: none"> <li>1. Supervises shelter staff assigned as deputies, when requested</li> <li>2. Supervises shelter staff providing services to residents, including registration, dormitory management, staffing, and reunification support</li> <li>3. Coordinates and oversees the delivery of health and mental health services, client casework, and support for residents with disabilities and access and functional needs (AFN)</li> <li>4. Coordinates and oversees support to residents with service and assistance animals</li> <li>5. Coordinates with the Shelter Facilities Support Team Leader to meet resident needs</li> </ol>   | Not Applicable |
| CATEGORY    | CRITERIA   | CRITERIA       |
| EDUCATION   | <p>Not Specified</p> <p><b>NOTES:</b> Not Specified</p>  | Not Applicable |
| TRAINING    | <ol style="list-style-type: none"> <li>1. IS-100: Introduction to the Incident Command System (ICS), ICS-100</li> <li>2. IS-200: ICS for Single Resources and Initial Action Incidents</li> <li>3. IS-368: Including People With Disabilities and Others with Access and Functional Needs in Disaster Operations</li> <li>4. IS-405: Overview of Mass Care/Emergency Assistance</li> <li>5. IS-700: National Incident Management System (NIMS), An Introduction</li> <li>6. IS-800: National Response Framework (NRF), An Introduction</li> <li>7. IS-2900: National Disaster Recovery Framework Overview</li> <li>8. E0417: Mass Care/Emergency Assistance Shelter Field Guide Training, American Red Cross Shelter Operations and Simulation, or equivalent training, at the AHJ's determination</li> <li>9. Training in accordance with Occupational Safety and Health Administration (OSHA) 29 Code of Federal Regulations (CFR) Part 1910.120: Hazardous Materials Awareness</li> <li>10. Training in accordance with OSHA 29 CFR Part 1910.134: Respiratory Protection</li> </ol> <p><b>NOTES:</b> Identified equivalent trainings should meet or exceed course learning objectives.</p> | Not Applicable |

Superseded



| TYPE   | TYPE 3  | NO TYPE 4      |
|--|---|----------------|
| EXPERIENCE   | <p>Knowledge, Skills, and Abilities:</p> <ol style="list-style-type: none"><li>1. Understanding of coordination processes for multiple mass care services in a single location</li><li>2. Ability to solve operational problems in a shelter environment</li><li>3. Understanding of required shelter resident services</li><li>4. Ability to manage shelter staff</li></ol> <p>Experience:</p> <ol style="list-style-type: none"><li>1. Successful completion of the NQS PTB for the NIMS Type 1 Shelter Resident Services Team Leader, or equivalent AHJ documentation</li><li>2. Experience managing support staff in a disaster environment</li><li>3. Experience managing and assigning a diverse workforce</li><li>4. Operations experience in a NIMS Type 3 shelter operation on at least two incidents within the past three years</li></ol> <p><b>NOTES:</b> Not Specified</p> | Not Applicable |
| PHYSICAL/MEDICAL FITNESS                               | <p>Performs duties under arduous circumstances characterized by working consecutive 12-hour days under physical and emotional stress for sustained periods of time</p> <p><b>NOTES:</b> Not Specified</p>   | Not Applicable |
| CURRENCY   | <p>Functions in this position during an operational incident, exercise, drill, or simulation at least once every three years</p> <p><b>NOTES:</b> Not Specified</p>   | Not Applicable |
| PROFESSIONAL AND TECHNICAL LICENSES AND CERTIFICATIONS | <p>Not Specified</p> <p><b>NOTES:</b> Not Specified</p>   | Not Applicable |

Superseded

## ORDERING SPECIFICATIONS OR DESIGNATIONS

---

1. (X) Can be ordered as an individual asset
2. (X) Can be ordered in conjunction with a NIMS typed team
3. ( ) Can be ordered in conjunction with a NIMS typed unit
4. Discuss logistics for deploying this position, such as security, lodging, transportation, and meals, prior to deployment
5. This position typically works 12 hours per shift, is self-sustainable for 72 hours, and is deployable for up to 14 days
6. Requestor may specify any additional qualifications necessary based on incident complexity and needs

## REFERENCES

---

1. FEMA, NIMS 508: Evacuation Shelter
2. FEMA, NIMS 508: Long-Term Shelter
3. FEMA, NIMS 508: Short-Term Shelter
4. FEMA, Commonly Used Sheltering Items & Services Listing (CUSI-SL), August 2011
5. FEMA, Planning for Integration of Functional Needs Support Services in General Population Shelters, November 2010
6. FEMA, Position Task Book for Shelter Resident Services Team Leader
7. FEMA, National Qualification System Guide
8. FEMA, National Incident Management System
9. FEMA, National Response Framework, June 2016
10. FEMA, Emergency Responder Field Operations Guide (ER-FOG), October 2010
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 (MASPT), October 2010
13. NMCC, Multi-Agency Sheltering/Sheltering Support Planning Template, October 2014
14. National Wildfire Coordinating Group (NWCG), National Incident Management System Wildland Fire Qualification System Guide, PMS 310-1, Physical Fitness Levels, October 2016
15. Occupational Safety and Health Administration (OSHA) 29 Code of Federal Regulations (CFR) Part 1910.120: Hazardous Materials Awareness, latest edition adopted
16. OSHA 29 CFR Part 1910.134: Respiratory Protection, latest edition adopted
17. U.S. Department of Justice (DOJ), Americans with Disabilities Act (ADA) Checklist for Emergency Sheltering, July 2007
18. U.S. DOJ, Guidance on the 2010 ADA Standards for Accessible Design, September 2010

## NOTES

---

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

**Superseded**