



FEMA

POSITION TASK BOOK FOR THE POSITION OF

**ALL-HAZARDS NATIONAL INCIDENT
MANAGEMENT SYSTEM (NIMS)
SHELTER RESIDENT SERVICES TEAM LEADER
(TYPE 3)**

SHELTER RESIDENT SERVICES TEAM LEADER (TYPE 3)

1. Competency: Assume position responsibilities

Description: Successfully assume the role of Shelter Resident Services Team Leader and initiate position activities at the appropriate time according to the following behaviors.

1a. Behavior: Ensure availability, qualifications, and capabilities of resources to complete assignment

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
1. Coordinate with appropriate stakeholders the needs of shelter residents: <ul style="list-style-type: none"> ● Child care ● Unaccompanied minors ● Personal assistance services ● Access and functional needs (AFN) ● Health services ● Mental health ● Household pets and service animals ● Feeding ● Translation/communication support ● Service animal support and care ● Pet care ● Family reunification 	E, F, I		
2. Coordinate with unit or team leaders to determine type and quantity of staffing skill sets, including any required certifications or licensures: <ul style="list-style-type: none"> ● Registration (manual, electronic, alternative access) ● Facility identification and signage ● Feeding ● Dormitory ● Health services ● Mental health and emotional support services ● Recreation ● Child care ● Household pet and service animal support 	E, F, I, J		
3. Prepare request for necessary resources to achieve unit objectives: <ul style="list-style-type: none"> ● Request additional personnel, supplies, services, and equipment within the established ordering processes ● Request equipment, including items listed in the FEMA Commonly Used Sheltering Items & Services Listing (CUSI-SL) or other shelter resource guide, as appropriate to the needs of the shelter residents 	E, F, I		

1b. Behavior: Establish effective relationships with relevant personnel

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE

<p>4. Establish and maintain positive interpersonal and interagency working relationships:</p> <ul style="list-style-type: none"> ● Outgoing incident staff or Shelter Management Team ● Local agencies ● Hosting unit ● Policy group ● Shelter operations and mass care ● Public ● Supporting agencies 	E, F, I		
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1c. Behavior: Gather, update, and apply situational information relevant to the assignment

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
<p>5. Collect information from outgoing Shelter Resident Services Team Leader or other personnel responsible for resident services in the shelter:</p> <ul style="list-style-type: none"> ● Information on incident relevant to the unit’s support activities ● Information on the unit’s organizational structure 	E, F, I		
<p>6. Receive initial briefing from supervisor—one-on-one or in team meetings:</p> <ul style="list-style-type: none"> ● Incident priorities, goals, and objectives ● Initial instructions concerning unit priorities ● Expected time frames for briefings, planning meetings, and team meetings ● Any limitations and constraints that affect operations and strategies ● Review: <ul style="list-style-type: none"> ○ Incident plans ○ Shelter plan ○ Current national situation ○ Assigned resources and their status ○ Established and operating facilities ○ Anticipated incident duration, size, and type ○ Shelter responsibilities and expectations ○ Unit responsibilities and expectations 	E, F, I		

1d. Behavior: Establish or determine organizational structure, reporting procedures, and chain of command of assigned resources

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE

<p>7. Establish resident support services:</p> <ul style="list-style-type: none"> ● Establish appropriate unit organization and assign staff responsibilities, while maintaining span of control ● Ensure availability of appropriate resources ● Conduct supporting activities within operational period ● Follow protocol for communicating unit’s daily accomplishments to the Shelter Manager, Documentation Unit, or appropriate personnel ● Obtain operational rhythm from Shelter Manager and establish daily briefing/debriefing schedule with assigned personnel ● Follow process for resource requests/releases for operational planning purposes ● Assign staff as appropriate; coordinate with unit leaders to determine type and quantity of staffing skill sets, including any required certifications or licensures ● Participate in planning meetings to determine unit organization, support tactical assignments, ensure resource support and coordination needs, and identify other considerations for the next operational period 	<p>E, F, I</p>		
<p>8. Supervise and adjust unit organization and operations based on changes in incident situation, shelter operations, and resource status:</p> <ul style="list-style-type: none"> ● Maintain shared situational picture throughout the unit ● Provide for functional and geographical supervision as necessary ● Ensure effective use and coordination of all assigned resources ● Constantly monitor objectives and overall unit operations for efficacy and safety 	<p>E, F, I</p>		

2. Competency: Communicate effectively

Description: Use suitable communication techniques to share relevant information with appropriate personnel on a timely basis to accomplish objectives in a potentially rapidly changing environment.

2a. Behavior: Ensure the exchange of relevant information during briefings and debriefings

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
9. Attend daily unit briefings: <ul style="list-style-type: none"> ● Receive Shelter Manager's priorities, goals, and objectives ● Communicate unit accomplishments, concerns, or conflicts ● Develop unit plan based on priorities, goals, and objectives 	E, F, I		
10. Prepare for and participate in briefings with other branches, divisions/groups, units, and incident staff: <ul style="list-style-type: none"> ● Share and evaluate information with unit members ● Identify safety hazards and mitigation strategies with the Safety Officer ● Maintain situational awareness of all activities within the shelter, including: <ul style="list-style-type: none"> ○ Health services ○ Mental and emotional health services ○ AFN support services ● Maintain quality updates for Public Information Officer (PIO) 	E, F, I		

2b. Behavior: Ensure documentation is complete and disposition is appropriate

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
11. Ensure incident documentation and administrative requirements are complete, according to the supervisor's direction: <ul style="list-style-type: none"> ● Submit incident narrative to supervisor ● Complete and submit activity log to Documentation Unit or appropriate personnel for each operational period ● Ensure all personnel and equipment time records are complete and submitted at the end of each operational period ● Ensure use and accuracy of logs and shelter reports, including National Shelter System (NSS) and any other shelter-specific reporting tools or systems ● Comply with documentation requirements of supporting agencies 	E, F, I		

2c. Behavior: Communicate incident priorities and operations

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE

<p>12. Update supervisor on current accomplishments or problems and complete incident forms as necessary:</p> <ul style="list-style-type: none"> ● Comply with documentation requirements of supporting agencies 	E, F, I		
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2d. Behavior: Develop and implement plans

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
<p>13. Participate in preparation of Incident Action Plan (IAP) or shelter plan, planning meeting, or strategic plan for the next operational period:</p> <ul style="list-style-type: none"> ● Update unit on current situation ● Help set priorities for next operational period ● Determine tasks and work assignments for next operational period(s) ● Advise on current capabilities and limitations ● Determine resource needs or excess 	E, F, I		

3. Competency: Ensure completion of assigned actions to meet identified objectives

Description: Identify, analyze, and apply relevant situational information and evaluate actions to complete assignments safely and meet identified objectives. Complete actions within established time frame.

3a. Behavior: Plan for demobilization and ensure staff follow procedures

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
14. Complete process for demobilizing unit responsibilities: <ul style="list-style-type: none"> ● Reinforce emphasis on safety and accountability during this phase of the operations ● Brief unit on demobilization responsibilities ● Ensure all staff demobilize in a timely and complete manner ● Brief replacement ● Ensure the team posts adequate notice of shelter closing and satisfies client housing needs 	E, F, I		
15. Help develop, approve, and implement demobilization plan: <ul style="list-style-type: none"> ● Coordinate with supervisor during development and implementation ● Coordinate with appropriate partners regarding demobilization procedures ● Coordinate with casework and recovery planning teams ● Coordinate unit needs and responsibilities ● Provide information to supervisor to assist with decisions on release priorities 	E, F, I		

4. Competency: Lead assigned personnel

Description: Influence, lead, and direct assigned personnel to accomplish objectives and desired outcomes in a potentially rapidly changing environment.

4a. Behavior: Ensure the health, safety, welfare, and accountability of assigned personnel

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
16. Comply with relevant health and safety requirements: <ul style="list-style-type: none"> ● Direct operations based on health and safety considerations and guidelines ● Ensure that assigned personnel follow safety guidelines appropriately ● Ensure public health resources are in place, including hand sanitizer, cleaning and janitorial schedule, waste removal, and recycling ● Spot-check operations to ensure compliance with safety considerations 	E, F, I		
17. Ensure accountability of all personnel: <ul style="list-style-type: none"> ● Staff sign-in/sign-out process ● Coordinate with assigned personnel to conduct personnel accountability checks ● Validate accountability with supervisor 	E, F, I		

4b. Behavior: Identify opportunities and meet requirements to provide equal access and reasonable accommodation in all activities

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
18. Demonstrate knowledge and use of inclusive, person-first language.	E, F, I		
19. Demonstrate the ability to assess and monitor for physical access, programmatic access, and effective communications access.	E, F, I		
20. Demonstrate the ability to identify opportunities for universal accessibility.	E, F, I		
21. Promote a work environment that provides mutual respect and equal opportunity for all.	E, F, I		
22. Refer equal access, disability accommodations requirements, and AFN accommodations to appropriate personnel for resolution.	E, F, I		