

POSITION DESCRIPTION: General Staff (ICS-204 Form)

Position: General Staff	Section: Emergency Support Function (ESF) - #6
Position Supervisor: PIC (Person in Charge)	
Work Location:	
Shifts:	
24 Hour Shelter Contact:	ESF-6 Sheltering Lead: 503-988-8937

Unit Overview: The Emergency Support Function (ESF) #6 is responsible for coordinating all mass care and sheltering operations during a Multnomah County emergency response.

Position Responsibilities: The general staff position performs a variety of roles necessary to run a DRC/Cooling Center established by Multnomah County, or its partners. This position is supervised by a PIC (Person in Charge) and may include the following roles: Reception, monitoring a Food and Beverage station, bathroom attendant, supplies and inventory management, safety monitoring and participating in site set-up and tear-down. The specific roles depend on the type of DRC that is being operated, and staff will be rotated through roles during their shift.

Working Environment

Parking Information	See below for Maps (include PBOT snow plow route map)
Public Transportation Information	
Accessibility Considerations (entrance, bathrooms, service areas)	
Staff Area/other Considerations (Breakroom Fridge/microwave/secure room)	

1. This location will provide adequate ventilation and hand hygiene supplies
2. We will monitor capacity during the days we are open and determine if additional action is needed.
3. Make every attempt to ensure this site is staffed sufficiently to appropriately handle the guest capacity. If you feel that staffing levels are not appropriate to maintain operations - notify the Person In Charge.
4. Assignment may include bending, sweeping/mopping/emptying trash, walking, standing for extended periods, and carrying less than 20 pounds (groceries/paper goods, sleeping pads, bins and other needed supplies).
5. Guests may have chronic illnesses and/or injuries.
6. Some guests may have chronic illnesses, and/or injuries and/or be experiencing ongoing mental health or substance use challenges.
 - a. For physical health concerns - if Medical Reserve Corps staff are on site, please consult them. If they are not onsite and it is an emergency, contact 911.
 - b. For support with behavioral health or substance use challenges - if Behavioral Staff are onsite, please consult them. **If they are not onsite ...**

7. Pets may be present (potential allergens, fleas).
8. Be aware that loud discussion can escalate situations because of the need to talk over the sound.
 - a. Staff can also carry around a notebook, in case written communication is needed with other staff and guests.
9. Meals, snacks, and beverages will be provided as appropriate.

Working Environment - COVID-19 Precautions

1. To limit the spread of COVID-19 and its variants, all guests will be required to mask. Masks will be worn throughout the stay. Staff must mask indoors regardless of vaccine status.
2. Staff and guests should follow the [COVID-19 guidance for shelter settings](#):
 - a. **We are not currently screening guests or staff for COVID-19 symptoms before they enter the site. If a guest reports to staff that they are experiencing symptoms of COVID-19, please call the Referral Specialist with Behavioral Health Division at 503-318-9262 to initiate the VIMO referral process.**
 - b. Staff with symptoms such as a cough, shortness of breath or difficulty breathing, muscle aches, headache, chills, or fever should stay home. See [CDC’s list of COVID-19 symptoms \(link is external\)](#).
 - c. Staff should wash or sanitize hands frequently, and try not to touch their faces.
 - d. Staff should wear gloves when touching personal belongings of guests.
 - e. Follow the [CDC recommendations \(link is external\)](#) for when to end isolation after being out sick.
 - f. The State of Oregon provides detailed [Statewide Mask, Face Shield, Face Covering Guidance](#).
 - i. Face coverings are required in Oregon for everyone 5 and older, in all indoor public spaces and also outdoors when you cannot keep 6 feet from others.
 - ii. The state’s mandate acknowledges that some people can request an accommodation due to health conditions, age, or differential ability.
 1. If any guests or staff do not have their own mask or face covering, please provide them.
 - iii. Recommend staff be under 65 and without medical conditions that cause increased vulnerability for severe COVID-19 disease per CDC

Ethics & Philosophy

1. Be patient, kind, and a good listener.
2. Create welcoming spaces and interrupt oppression.
 - a. Ensure the identity of the individual has no effect on the services we provide
3. Use supportive, person first language and body language. Please be mindful of how your behavior can escalate or de-escalate any situation. Individuals staying in the shelter should be referred to as **guests**.
4. Use compassion, acceptance, and mutual respect.

Understanding Vision, Mission, Values and Goals of Multnomah County
Understanding Core Concepts of Assertive Engagement for working with guests and other staff
Understanding of Equity Lens and how to use it when planning, developing or evaluating a policy, program or decisions
Understanding how to inclusively Lead with Race for all operations and activities and applying a racial equity framework

Qualifications

1. Preference for background working with individuals who are experiencing houselessness
2. Familiarity with Street Roots ([resource guide](#)) and 2-1-1 Info (211 [website here](#))
3. Other information, including a Training Guide can be found on the Multnomah County Disaster Resource Center [webpage](#).

Required
Disaster Resource Center Online Videos (Available on Workday for County staff)
Nalaxone Training (30-45 minutes, external link)
Recommended
Emotional & Psychological First Aid Training (Approx 6 hours to complete, free and online)
Basic Adult First Aid/CPR/AED Training
De-Escalation Training available from Joint Office of Homeless Services (Approximately 3-4 hours, knowledge check being developed)
Food Handlers Permit - (could take up to 3 hours, includes fee of \$10)

Safety Message

1. Events that may lead to conflict:
 - a. Any loud or escalating noise inside or around the facility
 - b. Touching a guest or a guest's items without permission - NEVER attempt to restrain or physically engage with a guest
 - c. Surprising a guest from behind
 - d. Waking a guest abruptly
2. Do not accept or serve home-prepared foods.
3. During general clean-up be mindful of sharp objects:
 - a. Wear nitrile gloves underneath **puncture resistant gloves** when emptying trash
 - i. If you are unable to find puncture resistant gloves, request these from ESF-6 Sheltering Lead immediately
 - b. Empty trash frequently so that bags are not completely full and difficult to pick up.
 - c. If an incident occurs with a sharp object, follow the Sharps Protocol found [here](#).
4. If any emergency occurs, contact 911 as appropriate, and notify the ESF-6 Sheltering Lead.
 - a. Bring a flashlight when greeting first responders.
 - b. Guide responders into the space to guest.
 - c. Document your observations and role related to the incident.
5. Call 911 if needed, and follow Incident Reporting and Protocol - Found [here](#)
6. Ensure safety protocols are followed:
 - a. Work with staff members throughout each shift to provide friendly reminders that they should either take a break to wash their hands or use hand sanitizer regularly.

- b. Work throughout each shift to ensure there are enough COVID-19 specific supplies - masks, hand sanitizer or soap at handwashing stations, Anti-Bacterial wipes or Cleaning Spray with paper towels available at each station, Nitrile Gloves
 - i. If there is a shortage of supplies, request additional resources by contacting the ESF-6 Lead
- c. Help monitor areas in the site where people may gather and provide friendly reminders about social distancing.
- d. Work throughout each shift to provide friendly reminders that surfaces and frequently touched items/areas are cleaned regularly.

General Position Duties

1. Arrive on time and stay for the duration of your shift.
2. Familiarize yourself with the facility. This will help you provide directions to guests and assist with any cleanup or other tasks that may come up during your shift.
3. Maintain situational awareness. Notify the PIC of any concerns as soon as they are discovered.
4. Check in with the PIC prior to leaving the facility even for brief periods of time. Remember to Sign in and out (prior to leaving the shelter, even for brief periods of time)
5. Obtain and use your personal protective equipment (PPE):
 - a. Masks should be utilized when in the presence of others. Extras are available on site for staff who need them.
 - b. Please keep at least one pair of nitrile gloves with you in case they are needed.
6. Attend the incoming, and outgoing, shift briefing with the PIC. The shift briefing should cover the following:
 - a. Incoming
 - i. Personal introductions for familiarity with co-workers,
 - ii. Phone number for PIC
 - iii. Operational or site updates,
 - iv. Concerns or critical information from previous shifts,
 - v. Review cleaning policies/processes
 - b. Outgoing
 - i. Review the shift to obtain information that should be shared with incoming/future shifts,
 - ii. Ensure any concerns or questions are addressed from shift operations,
 - iii. Save time for questions from staff.
7. Ensure that the needs of the guests are being met
8. Problem-solve as issues arise and elevate issues to the PIC as needed.
9. Notify the PIC if you observe any low supply inventory, support the equitable distribution of supplies for guests.
10. Inform the PIC if any property damage is observed.
11. Work in a team environment with other staff and a variety of outreach workers, first responders, volunteers, and others who may come to the shelter to provide assistance.
12. Assist in set-up, and tear-down the space:
 - a. Set-up the shelter space during the first evening shift, following guidance provided by PIC (if needed).
 - b. Tear-down the shelter space during the final morning shift, following guidance provided by PIC (if needed).

General Staff Assignments

1. **Greeter**

- a. Greet and welcome guests as they arrive at the facility. Chat with them while maintaining appropriate physical distance.
- b. Review any rules with guests specific to the site.
- c. Maintain regular population tracking and provide headcount when requested.
- d. Distribute supplies/items to guests as needed
- e. Find help for guests that need assistance
- f. Ensure reception table is staffed at all times
- g. Remind staff and guests of the need for physical distancing in the reception area.
- h. Monitor for safety in the reception area

2. Food and Beverage

- a. Maintain regular supply of available hot and cold beverages.
- b. Display snacks and distribute meals (if provided) at appropriate times.
 - i. Display snack descriptions and ingredients, when applicable.
- c. Ensure that guests are maintaining physical distancing while eating and accessing meals and snacks.
- d. Setup distribution of food and beverages, with associated items (creamer, stirrers, sugar, etc.) in the designated area to ensure guests are taking what they touch.
- e. Staff in the dining area should follow proper food safety guidance.
 - i. Ensure food that needs to be re-refrigerated is distributed or disposed of **4 hours after delivery**
- f. Monitor for safety in the snack and beverage area.
- g. Remind staff and guests of the need for physical distancing in all areas of the shelter.

3. Safety & Bathroom Monitoring

General Safety Monitoring

- a. Support Behavioral Health staff in de-escalation as needed
- b. Support other staff in cleaning procedures
 - i. Monitor inventory of hand sanitizer, cleaning supplies
 - ii. Check for appropriate signage for face covering/mask requirement
- c. Do not allow smoking in the restroom area - direct guests to the designated smoking areas
- d. Limit individuals to five (5) minutes in the bathroom (people may be waiting, life safety of guest inside)
 - i. If individuals are answering every few minutes - life safety is addressed
 - ii. If individuals are waiting in line - become increasingly insistent on getting guests out of the restrooms.
 - iii. If needed, provide a LOT of notice that you are entering the restroom
 - 1. ONLY enter if you believe it is a life safety emergency
 - 2. Provide privacy and call for additional staffing, at least two (2) to be present in the area with you prior to attempting entry – one (1) staffer needs to be the coordinator.
- e. Remind staff and guests of the need for physical distancing in all areas of the shelter.

Special Instructions

- 1. Bring snacks and drink plenty of fluids.
- 2. You may need to be outside and/or work with cleaning products (including bleach solution) during your shift, please dress accordingly. Close toed shoes are required. Some additional recommendations:

- a. Comfortable clothing that allows for movement
- b. Durable clothing that you don't mind getting dirty
- c. Layers (for example, short sleeves with a jacket)

Staff are permitted to dress in a way that corresponds with their gender identity and/or gender expression.

3. It is important to talk to someone regarding any response related to stress. The following are tips to limit stress:
 - a. Take steps to promote your own physical and emotional healing by healthy eating, rest, exercise, and relaxation.
 - b. Talk with someone about your feelings - anger, sorrow, and other emotions - even though it may be difficult.
 - c. Call the Multnomah County Crisis Line 503-988-4888
4. Maintain appropriate boundaries with guests,
 - a. do not offer to help guests outside of the facility setting (personal gifts, rides in your car, stays on your couch, etc.)
 - b. Intimate (sexual) relationships with guests are not allowed
5. Respect the privacy of other staff and guests - **unless it is a safety issue**, then report it to PIC (if it is an emergency, call 911)
6. Photography is not allowed in the site unless coordinated through Communications (Public Information Officer).

Equipment & Supply Needed

- Appropriate PPE - Mask needed
- Cellular phone and charger

Directions and Parking Information (include photos of entrance, Google map):

Prepared By: Jenny Carver

Date: 11.15.2021

Approved By:

Date: