

## POSITION DESCRIPTION: General Staff (ICS-204 Form)

<b>Position:</b> General Staff	<b>Section:</b> Emergency Support Function 6
<b>Position Supervisor:</b> PIC (Person in Charge)	
<b>Work Location:</b> Severe Weather Shelter or Center	
<b>Shifts:</b> See Sign Up Genius links	
<b>24 Hour Shelter Contact:</b> [24 Hour Shelter Phone - Site Specific]	<b>ESF-6 Sheltering Lead:</b> 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:**

*Site- and shift- specific information will be provided in 'Know Before You Go' email from [eoc.adminsection@multco.us](mailto:eoc.adminsection@multco.us) ahead of each shift.*

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 PIC (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. 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. **Call 503-988-4888 for the Multnomah County Behavioral Health Call Center (saved in PIC 24 hour phone).**
6. Pets may be present (potential allergens, fleas).
7. 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.
8. Meals, snacks, and beverages will be provided as appropriate.
9. Personal Protective Equipment including face masks, nitrile gloves, puncture-resistant gloves, and fluid-impermeable gowns will be available.
10. Masks are not required for staff or guests but will be provided and all are welcome to wear them.

## 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. Please be mindful of how your body language and behavior can escalate or de-escalate a situation. Individuals staying in the shelter are 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](#) (Approximately 3 hours)

[Naloxone Training](#) (30-45 minutes)

#### [Bloodborne Pathogens Training Modules:](#)

- [Introduction to the Bloodborne Pathogens Course](#)
- [Overview of the Exposure Control Plan](#)
- [Engineering Controls for Non-Healthcare Facilities](#)
- [Hazard Communication for Bloodborne Pathogens](#)
- [Personal Protective Equipment for Bloodborne Pathogens](#)

Review this [Handout](#) (30 minutes)

### Recommended

[Emotional & Psychological First Aid Training](#) (Approx 6 hours to complete, free and online)

Basic Adult First Aid/CPR/AED Training

[De-Escalation Training](#) from Joint Office of Homeless Services (3-4 hours)

[Food Handlers Permit](#) - (could take up to 3 hours, includes fee of \$10)

[General Staff Training](#) - Interactive Virtual Course (fill out this [DRC staff interest form](#) to be enrolled)

## 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, ask the PIC to request these from ESF-6 Sheltering Lead immediately.
  - b. Empty trash frequently, when half full, so bags are not completely full and difficult to pick up.
  - c. There are onsite tools available (e.g., tongs) to pick up items.
  - d. 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 PIC
  - 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, reference [Safety and Emergency Response Handbook](#) 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 cleaning supplies and personal protective equipment
    - i. If there is a shortage, alert your Person in Charge promptly
- c. Ensure that surfaces and frequently touched items/areas are cleaned regularly.
- d. In the event of any exposure, contact the [24-7 Nurse Triage Care Line](#).
- e. Alert the PIC of potential biohazards.
  - a. Do not interact with potential biohazards if you have not completed the required Bloodborne Pathogen training.
  - b. If sharps are found in the shelter, tools are available to handle sharps and move them into containers.
  - c. In the event that blood or other potentially infectious material (OPIM) are observed on surfaces, alert the PIC and the affected area should be cordoned off.
    - i. PIC will initiate the process to clean the affected area and request contractor support if needed.

## 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 can 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. Shift briefings 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 (refer to [Distribution Guidance](#))
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. Setup the shelter space during the first shift, following guidance provided by PIC (if needed).
  - b. Demobilize the shelter space during the final shift, following guidance provided by PIC (if needed).

### General Staff Assignments

Assignments may be combined or split among multiple staff members depending on the size, setup, and complexity of the facility.

1. **General Safety Monitoring** (All Staff share this role)
  - a. Support Behavioral Health, PIC, and other staff in de-escalation as needed
  - b. Assist with maintaining a clean space
    - i. Monitor inventory of hand sanitizer, cleaning supplies
    - ii. Follow all manufacturer's instructions when using cleaning supplies and protective equipment
    - iii. Regularly disinfect high-touch areas and surfaces
    - iv. Sweep, wipe, or mop up non-biohazard spills and messes in your area promptly
      1. For biohazards, alert your PIC
      2. If trained, using appropriate PPE, contain and cordon affected area
  - c. Handle guests' belongings, discarded clothes and blankets, or other unidentified materials, with puncture resistant gloves and reference the [handout](#) from the BBP training.
  - d. Do not allow smoking in the restroom area - direct guests to the designated smoking areas
  - e. 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 an individual restroom (single-user or stall)
  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 Person in Charge.
- f. Help the Person in Charge with incident reporting when required.

## 2. Greeter/Reception

- a. Greet and *welcome* guests as they arrive at the facility. Chat with them while maintaining appropriate physical distance.
- b. Review [Community Agreements](#) and emphasize:
  - i. Non-violent space
  - ii. Drug-, alcohol-, and weapons-free zone
  - iii. Verbal abuse or intimidation and sexual harassment of any kind will not be tolerated and are grounds for exclusion
  - iv. Guests can have a hard copy, if desired. (Available in the document box.)
- c. Maintain guest population tracking and total headcount for emergencies
- d. Distribute supplies/items to guests as available and needed (e.g. water or cooling towels)
- e. Find help for guests that need assistance
- f. Ensure reception table is staffed at all times
- g. Engage with guests to identify needs and establish relationships
- h. Monitor for safety in the reception area

## 3. 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. 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.
- d. Staff in the dining area should follow proper food safety guidance.
  - i. Ensure food that needs to be refrigerated is distributed or disposed of **4 hours after preparation**
- e. Engage with guests to identify needs and establish relationships
- f. Monitor for safety in the snack and beverage area.

## 4. Supply Distribution

- a. Display or provide description of what supplies are available
- b. Distribute supplies in alignment with [Distribution Guidance](#).
- c. Maintain inventory of supplies and alert your Person in Charge when you anticipate running out for resupply request
  - i. There may be times when your site is out of some specific supplies.
- d. Wait to distribute Survival Gear (tents, tarps, and sleeping bags) until closing shift or when a guest is *permanently* leaving the shelter
- e. Engage with guests to identify needs and establish relationships
- f. Monitor for safety in the supply distribution area

## 5. Dormitory

- a. Monitor for safety and cleanliness in the dormitory area

- b. Assist guests with emerging needs and provide reminders to keep aisles clear, spaces clean, and keep belongings within designated space
- c. Assist guests who require specialty sleeping equipment (cot, bariatric cot, medical cot, powered medical device) in identifying appropriate space and setting up equipment, if desired
- d. Provide additional or alternative (heavy wool or lighter synthetic fleece) blankets on request, when available and appropriate based on available inventory
- e. Maintain inventory of mats, cots, blankets, and sleeping spaces
  - i. Alert the Person in Charge if you are running low on or worried about any inventory
- f. Engage with guests to identify needs and establish relationships

**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 Behavioral Health Call Center** 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

**Equipment & Supply Needed:** Cellular phone

**Directions and Parking Information (include photos of entrance, Google map):** Site- and shift-specific information will be provided in 'Know Before You Go' email from [eoc.adminsection@multco.us](mailto:eoc.adminsection@multco.us) ahead of each shift.

**Prepared By:** Renee Curtis

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