



Purpose	<p>The Shelter Service Associate is a temporary position assigned to work in person in a Red Cross shelter before, during and/or after a disaster event this hurricane/wildfire season. Shelter Service Associates complete tasks necessary for shelter operations and provide assistance for disaster clients. Shelter Service Associates support the day-to-day activities within a shelter which may include working in reception, registration, feeding, dormitory, information, or other areas within a shelter.</p>
Key Responsibilities	<ul style="list-style-type: none">• Following worker safety procedures for working in a COVID environment• Embodying the fundamental principles of the American Red Cross in their work with clients, disaster responders and partners• Providing excellent client service and support the daily maintenance of the shelter operation at the direction of the assigned Shelter Supervisor• Using the Shift Tool during the disaster event to report availability and schedule shelter shifts• Completing the required virtual self-paced training (3 hours of training total)
Time Commitment	<ul style="list-style-type: none">• Local: Minimum of 5 days working 4-, 6- or 12-hour shifts• Beyond region: Minimum of 14 days working 8- or 12-hour shifts
Qualifications	<ul style="list-style-type: none">• Ability to build appropriate and effective relationships with co-workers and shelter residents.• Ability to support and correct performance, manage conflict and ask for help early on so that workflow and service delivery does not impact shelter residents or the shelter community.• Demonstrates clear, concise, and effective written and verbal communication.• Lift / carry 20 lbs. multiple times/shift.• Stand and or sit for two-hour periods and walk for two miles during a shift.• Walk on uneven terrain.• Work outdoors in inclement weather, extreme heat and/or humidity and/or extreme cold.• Climb two or more flights of stairs.• Speak clearly on phone and in person.• Work for long periods on computer and/or reading small print and/or writing.• Drive in daytime and at night• Minimum 18 years of age• Willing and able to volunteer in person in a COVID -19 disaster shelter before, during and/or after a disaster event• Availability to sign up for shifts on consecutive days (shifts may be 4, 8 or 12 hours long)• Willing to complete 3 hours of virtual self-paced training required for position
Training	<p>All: (part of onboarding)</p> <ul style="list-style-type: none">• Everyone is Welcome – VILT 1 hr, WBT 45 mins• Shelter Fundamentals v2 – VILT 1.5 hrs, WBT 1 hr• Sheltering in a COVID Environment – VID 21 mins• COVID -19 Shelter Assignments – VID 19 mins <p>Total training time Mass Care Shelter SA: 3 hours 15 minutes or 2 hours 45 minutes</p>

Additional Training Requirements for SAs and SV s willing to deploy outside their region

- Deployment Fundamentals – WBT 30 min
- Mission Cards – Cardholder Overview – VID 15 min

Total Training Time: 45 min minutes

Length of Appointment

- Hurricane/Wildfire Season 2020

Development Opportunities

- Shelter Service Associate with completion of remaining requirements and training by December 2020.

Volunteer Availability Needed

- Respond to disaster that happen everyday
- Only during a large disaster response
- On weekends and/or evenings
- I'm flexible

Apply for Position

Begin application at <http://www.redcross.org/volunteertoday>

For More Information

Contact **Gini Kay** at (406) 493-8778 or IDMT.Recruiting@redcross.org