



## DCS: Surge Capacity - Shelter Service Associate Trainee

### Opportunity Detail

**Purpose:** The Shelter (SH) Service Associate (SA) is a temporary position assigned to work in person in a Red Cross shelter before, during and/or after a disaster event. Shelter Service Associates complete tasks necessary for shelter operations and interacts with clients to ensure their needs are met. Shelter Service Associates support the day-to-day activities within a shelter, which can include working in reception, registration, feeding, dormitory, information or other areas within a shelter.

**Responsibilities:** Responsibilities vary depending on assignment.

- May include providing support to one or more of the following areas within the shelter:
  - reception
  - registration
  - dormitory
  - feeding
  - information
  - supply
- Provide excellent customer service to clients
- Complete the required virtual self-paced training (3.5 hours of training total)

**Qualifications:** Required:

- Willing and able to volunteer in person in a disaster shelter before, during and/or after a disaster event.
- Ability to work in a continuously changing environment in which work priorities may change frequently.
- Comfortable interacting with people from various diverse background whose lives have been disrupted and many are presenting immediate needs.
- Comfortable working in a team environment as a frontline worker under the direction of a Supervisor
- Ability to lift / carry 20 lbs. multiple times per shift.
- Ability to stand and/or sit for two-hour periods and walk for two miles during a shift.
- Ability to walk on uneven terrain.
- Ability to work outdoors in inclement weather, extreme heat and/or humidity and/or extreme cold.
- Ability to climb two or more flights of stairs.
- Ability to speak clearly on phone and in person.
- Ability to work for long periods on computer and/or reading small print and/or writing.
- Valid Driver's License (required for Divisional and National Deployments)
- Minimum 18 years of age
- Available to sign up for shifts on consecutive days (shifts may be 4, 8 or 12 hours long)
- Willing to complete 3.5 hours of virtual self-paced training required for position
- Ability to read, write, and follow verbal and written instructions in English

**Relationships:**

**Development Opp:** Shelter Service Associate

**Training:** See the Disaster Responder Training Requirements document for current training requirements for Shelter Service Associate (MC/SH/SA).

*The American Red Cross aspires to be an organization fully committed to diversity and inclusion by creating and maintaining a diverse, high-performing workforce of employees and volunteers who reflect all communities we serve; by cultivating a collaborative, inclusive and respectful work environment that empowers all contributors; and by leveraging diverse partnerships – all of which helps to ensure culturally competent service delivery supported by effective community leadership and engagement.*