



Shelter Service Associate Training Pathway Disaster Cycle Services Job Tools

PURPOSE

This pathway is designed to help you understand requirements and complete all required training to become a Shelter Service Associate (MC/SH/SA) upon completion. Links for volunteers have been provided below that go directly to the courses/videos in EDGE.

QUALIFICATIONS FOR MC/SH/SA

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 may vary depending on assignment. Some key qualifications:

- Be willing and able to volunteer in person in a disaster shelter before, during and/or after a disaster event.
- Can work in a continuously changing environment in which work priorities may change frequently.
- Are comfortable interacting with people from various diverse backgrounds whose lives have been disrupted.
- Are comfortable working in a team environment as a frontline worker under the direction of a supervisor

REQUIRED COURSES FOR MC/SH/SA

Required Courses	Training Type	Registration Links
Disaster Cycle Services: An Overview	Web-based Training or Instructor-led	English WBT (25 min) / Spanish WBT (30 min) English ILT / VILT (30 min) / Spanish ILT / VILT (2 hrs.)
Deployment Fundamentals for Responders Traveling Away from Home	On-Demand Video*	English VID (31 min)
Mission Cards – Cardholder Overview	On-Demand Video*	English VID (14 min) / Spanish VID (16 min) English ILT (1 hr.) / Spanish ILT (1 hr.)
Everyone is Welcome	Web-based Training or Instructor-led	English WBT (20 min) / Spanish WBT (20 min) English ILT/VILT (30 min) / Spanish ILT/VILT (1 hr.)
Shelter Fundamentals v2	Web-based Training or Instructor-led	English WBT (1 hr.) / Spanish WBT (1.25 hrs.) English ILT/VILT (1.5 hrs.) / Spanish ILT/VILT (2 hrs.)

* Check box "Mark Complete" when finished watching video in EDGE to receive credit

Upon completion, please inform your Disaster Workforce Engagement Team or Disaster Program Manager.

DWE Contact:

DPM Contact: