



CITY OF PORTLAND
invites applications for the position of:

Disaster Resource Center Recruitment

SALARY: Not Displayed

OPENING DATE: 03/23/20

CLOSING DATE: 04/30/20 11:59 PM

THE POSITION:

This announcement is for City of Portland, Regular, Limited Duration, Represented Seasonal and Casual employees whose work assignments are not available or may be reduced due to the current state of emergency and wish to work to support the COVID-19 Operational Coordination Center.

***Manager/Supervisor approval is required to participate for full or par-time Regular, Limited Duration, Represented Seasonal employees. Casual staff impacted by layoffs do not require manager/supervisor approval.**

The City of Portland, PBEM, Human Resources, METRO and Multnomah County are working together in support of COVID-19 Operational Coordination. There is a need for help in shelters that are opening to help facilitate with those in need due to the COVID-19 pandemic. The City of Portland is seeking Regular, Limited Duration, Seasonal and Casual employees whose work assignments are not available or may be reduced and are willing to work in support of COVID-19 Operational Coordination. . Staff is needed to support the shelters until the state of emergency has been lifted, currently estimated as 30 days.

The following jobs or assignments are available:

- **Disaster Resource Center (DRC) Coordinator** - The Disaster Resource Center (DRC) Coordinator maintains overall responsibility for the management of the DRC, including the physical facility and human resources. The DRC Coordinator is also responsible for providing supervision and administrative support for action within the DRC. The DRC Coordinator ensures that the needs of the DRC guests are being met. They supervise a work unit composed of service associate workers as well as being able to answer common questions.

Disaster Resource Center (DRC) Worker - Potential Assignments are:

- **Reception**

- a. Familiarity with the facility in order to provide directions for guests.
- b. Work with DRC Coordinator to choose appropriate location that enables easy welcoming of incoming guests.
- c. Use census form to collect information. Census forms should be provided by DRC Coordinator; if a form is not available, collect number of bikes, carts, couples, pets (types), and gender of guests.
- d. Hand out one blanket per person.
- e. If mats have not yet been set up, provide guests with mats.
- f. Find help for guests that need assistance

- **Restroom Attendant**

- a. Check stalls every 5-10 minutes (check with DRC Coordinator for rules at your Center)
 - i. If a guest is in a bathroom for longer than allowed, knock on the door and ask if they are ok. Let them know others are waiting. If a guest remains in the bathroom more than a few minutes longer,

knock on the door and let them know you will be entering in a few moments - and notify the DRC Coordinator;

ii. Ensure restrooms have adequate toilet paper and paper towels.

b. Call 911 for any emergency, notify DRC Coordinator, and ensure Emergency Operations Center (EOC) is informed.

c. Place sharps container in each bathroom.

d. Close off showers.

e. Maintain cleanliness of bathrooms:

i. Sweep and mop floors;

ii. Clean all surfaces;

iii. Monitor sharps containers, exchange when full and remove when DRC closes down – place in DRC Supplies kit.

f. Maintain a time limit of 5 minutes per guest in the bathroom.

• **Food and Beverage**

a. Set up 6-foot table (if needed, include a chair for you).

b. Make and maintain regular supply of decaf, regular coffee, and hot water.

c. Hand out cocoa, creamer, sugar, stirrers, and cups. This provides you an opportunity to make sure guests are comfortable and safe - the first aid supplies are generally kept somewhere near this area in case anyone needs low-level medical attention.

• **Sleeping Area (When Providing Dormitory Services)**

a. Mark off areas with blue masking tape - DRC Coordinator will help you with layout

b. Lay down plastic covering for carpeted areas.

c. Lay out sleeping mats.

d. Receive guests from registration and help them find a sleeping area.

e. Welcome guests and chat with them.

f. Remind guests about the rules for the area you are monitoring (some spaces are for women, quiet areas, etc.).

g. Remain vigilant and whenever possible address situations before they escalate. Consider re-assigning beds if necessary.

h. Use census forms to collect information every two hours. Provide to DRC Coordinator.

i. Assist with break down and clean up at the end of shift.

• **Hotel Support** - additional information will be provided when available.

TO QUALIFY:

Applicants must meet the following:

1. A Regular, Limited Duration, Represented Seasonal or Casual employee whose work assignment is not available or reduced due to the current state of emergency and wish to work to support COVID-19 Operational Coordination Center.
2. Resume that demonstrates the knowledge, skills and abilities to meet the duties, and responsibilities of the positions listed.
3. The following are qualifications for all positions:

- a) The capability to arrive safely at the facility (i.e. for cold weather access to a four- wheel drive or vehicle with traction devices).
- b) Warm clothing, closed toe, sturdy shoes (with good tread recommended).
- c) DRC Staff may find the following training and experience helpful:
 - i) Disaster Resource Center Training ([Just in time Training Video](#))
 - ii) Disaster Resource Center Flip books will be available at the location for Just In Time Training
 - iii) Emotional and Psychological First Aid
 - iv) Familiarity with Street Roots ([resource guide](#))
 - v) Familiarity with the types of behaviors that are unacceptable in the DRC.
 - vi) Experience working in sheltering environments (**preferred but not required**)
 - vii) A background working with individuals who are in crisis or are living with mental health and/or substance use challenges. (**preferred but not required**)
 - viii) Training in: de-escalation, conflict management, mediation, and basic first aid. (**preferred but not required**)
 - ix) Food Handlers Permit, please let your DRC Coordinator know if you have obtained a Food Handlers Permit. Study guide: <http://public.health.oregon.gov/HealthyEnvironments/FoodSafety/Documents/fhmanual.pdf> Website to take test: <https://www.orfoodhandlers.com/eMain.aspx> and pay fee (\$10, valid for three years). (**preferred but not required**)

THE RECRUITMENT PROCESS:

A review of your eligibility for the position will be conducted and validated. If you meet the eligibility requirements and your resume demonstrates the knowledge, skills and abilities to meet the qualifications listed in the position(s) identified, your name will be placed on a list of eligible candidates for consideration in filling vacancies. **Additional evaluation may be required prior to final selection.**

Your response to the supplemental questions will be utilized to match you with the appropriate vacancy.

Application Instructions

Applicants should submit a professional résumé online, as well as answer the supplemental questions pertaining to eligibility:

- Your answers to the supplemental questions will be validated to ensure you meet the eligibility requirement. Incomplete or inappropriate information may result in ineligibility.
- Your résumé should support information that reflects your knowledge, skills and abilities to meet the qualifications of the positions that you identified.

Do not attach materials not requested.

ADDITIONAL INFORMATION:

Frequently Asked Questions: If you have questions regarding the announcement, please review this document, <https://www.portlandoregon.gov/bhr/article/757876> . If you still have questions email, [Tamara Larison](#), Sr. Recruiter.

The following is information for all positions regarding safety and special instructions:

SAFETY MESSAGE

1. Verbal or physical threats must be communicated to your DRC Coordinator immediately.
2. Events that may lead to conflict:
 - A guest who becomes loud;
 - Touching a guest or a guest's items without permission. NEVER attempt to restrain or physically engage with a guest;

- Surprising a guest from behind;
 - Waking a guest abruptly.
3. This population often experiences significant health issues. If you have concerns about a specific individual's health or injuries, discuss this with your DRC Coordinator.
 4. Allergens related to pets may be present.
 5. Do not accept or serve home-prepared foods. Foodborne illnesses can travel quickly. Direct individuals who brought home prepared foods to the DRC Coordinator.
 6. Wear nitrile gloves and wash your hands frequently.
 7. During general clean up be mindful of sharps. Wear puncture resistant gloves when emptying trash.
 8. Leave personal belongings at home – or keep items on your person.
 9. Do NOT engage in an argument with a guest or raise your voice. Avoid telling a guest to 'calm down' (it doesn't work and often escalates the situation). Contact your DRC Coordinator if needed.
 10. Do not confirm or deny whether someone is using our services or in the Center.
 11. If any emergency occurs, contact 911 as appropriate, and notify your DRC Coordinator. Document your observations and role related to the incident.

SPECIAL INSTRUCTIONS

1. Bring your cell phone and charger (headset recommended) - keep on your person.
2. Bring snacks and drink plenty of fluids.
3. Remain calm, use supportive language and non-threatening body language. Remember you have a team and support. Reach out to your DRC Coordinator if needed.
4. It is important to talk to someone regarding any response related stress. The following are tips to limit stress:
 - Discuss the specific role that you are assigned with your DRC Coordinator and obtain clarity on any questions;
 - Take steps to promote your own physical and emotional healing by healthy eating, rest, exercise, and relaxation;
 - Take a break and eat your lunch away from your job assignment, if possible;
 - Talk with someone about your feelings - anger, sorrow, and other emotions - even though it may be difficult;
 - Call the Multnomah County Crisis Line 503-988-4888.
5. Children are NOT allowed to volunteer at the DRC.
6. Do not offer to help participants outside of the DRC setting (personal gifts, rides in your car, stays on your couch, etc.).
7. If a media source contacts you, direct them to your DRC Coordinator.
8. Photos are not allowed in the DRC unless coordinated through the PIOs, and approved by your DRC Coordinator.
9. Intimate (sexual) relationships with guests are not allowed.
10. Keep what you see and hear private. Don't share personal stories, gossip, or other details that you may see or hear, unless it is a safety issue, then report it immediately to 911 and/or your DRC Coordinator as appropriate.

Veterans' Preference: *If you are requesting Veterans' Preference, attach a copy of your DD214/DD215 and/or Veterans Administration letter stating your disability to your profile, as well as checking the box identifying yourself as a Veteran. You must request Veterans' Preference AND include a copy of your documentation for each recruitment to which you apply. **Veteran's Preference documentation must be submitted at the time application request is submitted.***

ADA Accommodations: If you identify as a person with a disability and would like to request a reasonable accommodation when applying for this job, please contact the Recruiter below for assistance.

Equal Employment Opportunity: It is the policy of the City of Portland that no person shall be discriminated against based on race, religion, color, sex, marital status, family status, national origin, age, mental or physical disability, protected veteran status, sexual orientation, gender identity or source of income. The City values diversity and encourages everyone who is interested in employment with the City to apply.

Did you know? The City of Portland offers How to Apply Classes that are free and review best practices for applying to the City. Follow the link for the most recent list of scheduled dates: www.bit.ly/howtoapplyclass

Contact Information

Tamara Larison, Senior Recruiter
Bureau of Human Resources

Tamara.larison@portlandoregon.gov
(503) 823-3523

An Equal Opportunity/Affirmative Action Employer

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.portlandoregon.gov/jobs>

Position #DRC-2020
DISASTER RESOURCE CENTER RECRUITMENT
TL

1120 SW 5th Ave, 404
Portland, OR 97204
503-823-4757

Disaster Resource Center Recruitment Supplemental Questionnaire

- * 1. **Thank you for your interest in participating in the Disaster Resource Center positions and willing to support the COVID-19 Operational Coordination. We sincerely value your time and hope to make your experience as positive as possible.**

The following supplemental questions are an important step in validating if you meet the eligibility for these psotions.

Answering "No", will result in elimination from further consideration under this process.

If you are requesting veteran's preference, please be sure to not only select that you are a veteran, but also upload a copy of your DD214 and/or Veteran's administration letter stating your disability. Veteran's preference documentation must be submitted by the closing time of this announcement.

Have you read and understood all of the information listed above?

- Yes
 No

- * 2. Are you a City of Portland regular, limited-duration, represented seasonal , or casual employee? If not, you are not eligible to apply for this recruitment.

- Yes
 No

- * 3. Please select the classification(s) that you would like to be considered for vacancies (select all that apply):

- Disaster Resource Center Coordinator
 Disaster Resource Center Worker - Reception
 Disaster Resource Center Worker - Restroom Attendant
 Disaster Resource Center Worker - Food and Beverage
 Disaster Resource Center Worker - Sleeping Area
 Disaster Resource Center Worker - Hotel Support

- * 4. Have you received approval from your manager/supervisor to work in a Disaster Resource Center position? (Casual staff impacted by layoffs do not require manager/supervisor approval)

- Yes
 No

- * 5. Indicate the bureau you work for?

- Attorney
 City Auditor
 City Budget Office
 Civic Life
 Comm #1 - Public Utilities
 Comm #2 - Public Works
 Comm #3 - Public Affairs
 Comm #4 - Public Safety

- Community Technology
- Development Services
- Emergency Communications
- Emergency Management
- Equity & Human Rights Office
- Fire & Rescue
- FPDR
- Government Relations
- Housing
- Mayor
- OMF-BIBS
- OMF-BTS
- OMF-BRFS
- OMF-CAO
- OMF-BHR
- Parks
- Planning & Sustainability
- Police
- Portland Children's Levy
- Transportation
- Water

* 6. Do you have any experience, current or past, working in a shelter? (If yes, please provide information in question 7 below or in resume)

- Yes
- No

* 7. Please provide the skills you have that will be utilized in the positions or could be utilized in other opportunities:

* 8. Are you available to work full-time?

- Yes
- No

* 9. Do you have the capability to arrive safely at the facility?

- Yes
- No

* 10. Do you have warm clothing, closed toe, sturdy shoes?

- Yes
- No

* 11. Do you or are you willing to participate in the training recommended for these positions?

- Yes
- No

* 12. Do you have or are you willing to get your Food Handlers Permit?

- Yes
- No

* Required Question

Disaster Resource Center FAQ

1. What are Disaster Resource Center (DRC) positions?

The City of Portland, PBEM, Human Resources, METRO and Multnomah County are seeking Regular, Limited Duration, Casual or Seasonal employees whose work assignments are not available or may be reduced, and who are willing to work in COVID-19 Operational Coordination. There is a need for help in shelters that are opening for those in need due to the COVID-19 pandemic. Staff is needed to support shelters until the state of emergency is lifted, currently estimated at 30 days.

Potential assignments currently available:

- Reception
- Restroom Attendant
- Food and Beverage
- Sleeping Area (when providing dormitory services)
- Hotel Support

There is a posting on the City of Portland website--apply now!

2. Who can apply for these positions?

Regular, Casual, Seasonal and Limited Duration employees can apply. Additional qualifications can be found in the current posting. Supervisor/manager approval is required prior to application.

3. Can Temporary or Casual status employees apply for these positions?

Yes – with manager/supervisor approval.

4. How do I apply for one of these positions?

Interested Regular, Casual, Seasonal and Limited Duration employees should submit a professional resume online, as well as answer the supplemental questions pertaining to eligibility. Please do not attach materials not requested.

5. I am a Veteran and want to request Veteran's Preference for this recruitment. How do I do that?

If you are requesting Veteran's Preference, attach a copy of your DD214/DD215 and/or Veterans Administration letter stating your disability to your profile, as well as checking the box identifying yourself as a Veteran. This information is also included in the posting.

6. I identify as a person with a disability and would like to request a reasonable accommodation when applying. How do I do that?

Please contact the recruiter, Tamara Larison via email Tamara.larison@portlandoregon.gov or via phone @ (503) 823-3523. This information is also included in the posting.

7. What is the pay rate for these positions?

Your rate of pay remains the same as your Regular, Casual, Seasonal, or Limited Duration position. Therefore, there would be no change to your current rate of pay. Your time would be coded to a COVID cost center.

8. If I am a Regular, Limited Duration or Seasonal employee who is hired for one of these positions, which bureau will I be working for?

You would continue to work for your current bureau with an assignment at one of the shelters. Your time would be coded to a COVID cost center. Participants will return to their regular duties after completing the assignment.

9. Would my employment status change if I am hired for one of these positions?

No. Your employment status and classification would remain the same. Your time would be coded to a COVID cost center.

10. Will these positions be available to Casual status employees whose employment may be impacted soon?

Yes. These positions are available to Casual status employees. Your time would be coded to a COVID cost center.

11. I am a bureau timekeeper. How do I code employees from my bureau who have been successful for one of these positions?

The ECC will work with bureau timekeepers to provide instruction on how to code time using the correct cost object.

12. What is the risk of contact with infected persons?

Although the Shelters are set up to foster social distancing, much of this work will involve contact with citizens and such contact may increase the likelihood of contracting COVID-19. All efforts will

be made to decrease exposure and to provide masks and gloves, however, those applying may want to consider whether they are at an increased risk for contracting COVID-19.

13. The Mayor has extended the Declaration of Emergency and is urging Portlanders to stay home to save lives. Wouldn't applying for and being hired for one of these positions be in contradiction?

One of the City's priorities is providing essential services to all Portlanders, especially to our homeless community. The City will support the County's efforts in ensuring everyone's safety and will listen to the needs of our employees and community members. Those hired for one of these positions will be able to go to their assigned shelter without fear of being in contradiction of the Mayor's guidance.

14. I am already working a 40-hour week - could I work additional hours at the shelters and get paid for the time worked? Would it be overtime?

This opportunity is for those whose work assignments are not available or may be reduced. Part time support may be available, if it does not result in overtime.

15. The demand for assistance is high and I am interested in aiding where I can. Will I be able to apply to provide part time assistance while continuing my workload?

We are currently accepting all applications. There may be opportunities to provide support on a part time basis; however, we are unable to confirm until more applications are received. It is best to discuss with your supervisor, and if approved, apply for consideration.

16. If an employee working at one of the Shelters gets sick, how will they be paid?

The same procedures that currently exist for City employees will apply to City employees hired to perform work at the Shelters. The City has set up a leave donation program, [COVID-19 Response Leave Sharing Program](#), that employees who qualify can access should they run out of paid leaves due to COVID-19.

17. Are the Shelters set up for social distancing?

Yes. However, like the general population, there may be a portion of the population being served who struggles with social distancing and/or may not have the capacity to fully understand the concept. It may be a continuous task of providing education.

18. What measures are being taken to protect the population and employees?

These positions are not for everyone. There are inherent risks in exposing yourself to a larger population. Employees need to assess their risk tolerance before applying and/or accepting a

position at a shelter. The City is setting up the Shelters and associated processes to mitigate the risks as able; however, we are learning something new every day about the pandemic. Additionally, there are unique challenges with this work, all of which cannot be anticipated.

19. What training will be provided for these positions?

We will provide basic training for each job; however, we don't have just-in-time training for something of this nature and don't believe anyone does. We are working with our partners at the County and elsewhere to gather information to build on any training provided.

20. What safety measures and protective equipment will be provided at the Shelters?

There will be masks and gloves on site. The masks are meant to be worn by guests experiencing worsening symptoms. General staff are being directed to wear masks and gloves to help escort symptomatic guests, and to disinfect areas guests have recent contact with. These steps are consistent with CDC recommendations.

21. How will employees be paid for their work in the Shelters?

These expenses will be directed to a central cost object and will not come from the bureau budget. These will be included in the City's request for public assistance. If it is not covered by public assistance, it will be covered with the City's incident budget.

22. Who are the managing organizations for the Shelters?

City of Portland, Multnomah County and Metro. The managers at the Shelters will make all decisions related to employment at the Shelters.

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