WHITE FLAG RESPONSE PLAN

Wake County Continuum of Care
(NC 507)

"Providing temporary emergency shelter
to people experiencing homelessness during severe weather."

2026 - 2027 Season

Updated October 2026

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INTRODUCTION & PURPOSE

Inclement and severe weather conditions such as rain, wind, and high/low temperatures can have detrimental and life-safety impacts for vulnerable populations with chronic health and disabling conditions, including those experiencing homelessness. To ensure adequate access to shelter for people experiencing homelessness, coordination of emergency response and communications during cold and severe weather, the Wake County Continuum of Care (Wake CoC) establishes a White Flag Response Plan reviewed and updated on an annual basis.

In November 2024, the Wake CoC Governance Board and Wake County Government entered a Memorandum of Understanding (MOU) establishing Wake County Government as the new CoC Lead Agency. The MOU includes the following requirement related to White Flag and severe weather response: *B.18. Establish a White Flag annual response plan in collaboration with the Wake CoC Governing Board, to include notification of declared White Flag nights [and Cooling Centers] and the creation of a community-wide plan for severe weather.*

The White Flag Response Plan outlines guidance and policies for community partners providing low barrier, temporary, emergency shelter to people experiencing homelessness during extreme cold weather particularly November through March.

The White Flag Response Plan details:

- Definition of and process for calling White Flag alerts and
- Requirements for operating White Flag shelter(s)
- Expectations, communication and coordination across the CoC and external partners

This plan may be adapted throughout the cold weather season to reflect the amenities of the structure and services available, e.g., public health concerns, shelter site availability and capacity, hours of intake, etc. Proposed changes will be reviewed and approved through the CoC Homeless Emergency Response Committee (HERC) and communicated to the full CoC Membership body.

DEFINITIONS & PROCESS FOR DECLARING WHITE FLAG

Roles & Responsibilities

The CoC Lead Agency, a Department of Wake County Government, will:

- provide strategic leadership and coordination around White Flag season planning
- contract with White Flag Shelter Operators
- coordinate with Wake County Emergency Management and Communications
- convene partner calls regularly for the purposes of:
    - activating White Flag alerts
    - addressing logistics

White Flag Shelter Operators for the 2026 - 2027 cold weather season are responsible for:

- staffing and logistics for their designated site(s),
- operating low barrier and accessible shelter for designated population(s) during White Flag alert nights,
- coordinating volunteers for onsite support, and
- participating in CoC organized partner calls to ensure coordination and communication on shelter operations.

The Homeless Emergency Response Committee (HERC) is responsible for:

- monitoring system needs and shelter utilization,
- identifying gaps and challenges,
- providing feedback and recommendations on mid-season adjustments, and
- sharing CoC and White Flag communications.

The CoC will work closely with the Wake County Department of Emergency Management who is generally responsible for:

- Communicating the status of Wake County buildings and services impacted by severe weather
- Activating Wake County Emergency Operations Center (EOC) during designated emergency and/or weather-related events
- Responding to emergencies on a 24/7 basis
- Situational monitoring for threats and hazards
- Providing leadership for regional systems and programs

Definition of Weather Conditions and Events

For the purposes of the White Flag Response Plan document, inclement and severe weather is defined as:

- **Inclement Weather:** General category of harsh weather that is wet and cold where temperatures may reach 35 degrees Fahrenheit or below.
- **Severe Weather:** Extreme weather that poses risk to life and property that may include a special alert forecast predicting strong wind, heavy rain, frozen precipitation, or other extreme weather for a period of 24 or more hours.

Wake CoC uses the National Weather Service (NWS)[1] as the source for weather forecasts to determine the need for activating a White Flag alert or weather-related event. NWS issues outlooks, watches, warnings, and advisories for all winter weather hazards defined below:

- **Outlook**: Hazardous weather conditions may develop. Stay tuned to local media for

1 https://forecast.weather.gov/MapClick.php?x=214&y=106&site=rah&zmx=&zmy=&map_x=213&map_y=106#.Y2FzCezMKqA

updates.
    - The NWS issues outlooks if the potential for hazardous weather exists in the next three to seven-day period. While still too far in advance to warrant a detailed watch, an outlook highlights potential hazards and explains possible threats.
- **Watch**: The NWS issues a weather "watch" up to 48 hours in advance of the onset of potentially hazardous weather. This allows time to plan for protection of lives and property.
    - A watch means that conditions are favorable for the development of certain phenomena, but the conditions are not yet occurring or imminent.
    - During a watch, people are advised to continue with normal activities but are made aware that hazardous weather may approach.
- **Warning**: Warnings are issued when potentially hazardous or life-threatening weather conditions have begun or are imminent. Act now – Severe Weather "White Flag" declared.
    - **Wind Chill Warning**: Wind chill -15ºF or lower with wind speeds 10 mph (9 kt) or greater.

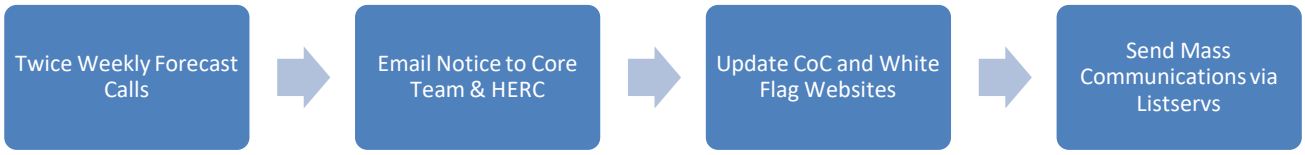
Wake County Emergency Management, through ReadyWake, provides weather alert notifications. Sign up for these alerts, find additional information and general preparedness resources here: https://readywake.com/beprepared/health/. *Note: ReadyWake does not initiate weather alerts.*

White Flag Declarations
Based on the NWS definitions and forecasts, Wake CoC has identified the cold weather threshold for declaring a White Flag Alert to be **35 degrees or lower with windchill.**

The CoC Lead Agency and White Flag Shelter Operators will monitor NWS outlooks throughout the season, activate alerts, and make recommendations to the CoC Homeless Emergency Response Committee (HERC) to adjust White Flag operations as needed.

Process & Communications
The CoC Lead Agency and White Flag Shelter Operators will convene Mondays and Thursdays (or more frequently as needed) to issue projected White Flag Alert Schedule for the week based on 10-day forecast data. Declaration updates will generally be made on Mondays and Thursdays after the 11am update. The CoC Lead Agency will be responsible for making official declarations based on the NWS parameters defined above and communicating alerts through the identified pathways. This schedule may be altered based on current forecasts and needs.

This cadence will ensure White Flag shelter locations, community service providers and clients have shared expectations of overnight shelter locations available throughout each week. The CoC Lead Agency will send out notifications to CoC providers, Membership and County and municipal governments with operating details and instructions on how to direct people to available emergency shelters. An overview of the communication process is below.



For updates on White alerts throughout the 2026 - 2027 Winter Season:

- Visit: wakenc507.org/whiteflag/
- Call Recorded Info Line: 919-856-6565
- Sign up for the CoC Newsletter: https://app.smartsheet.com/b/form/1a2bd6072db1480dbbfc4a15174556f1

SHELTER PLAN

There are significant considerations and resources needed to activate and operate a shelter site with suitable amenities for serving people experiencing homelessness, especially during extreme weather. The following section addresses planning assumptions and logistics essential to operating White Flag shelter.

Alert Nights

Wake CoC has seen an average of 70 White Flag alert nights per cold weather season over the last five years. As such, Wake CoC's White Flag planning and budget for the White Flag Operator are based on the provision of shelter for 70 nights between November 2026 and March 2027.

Shelter Capacity

To assess the level of shelter capacity needed in the 2026-27 cold weather season, the CoC HERC Committee analyzed 2024-25 and 2025-26 seasonal data.

On average, Wake CoC requires about 280 overflow bed capacity, primarily for single adults experiencing unsheltered homelessness. For the 2026 - 2027 season, the CoC had to account for a shift in functional year-round drop in shelter and location changes. The capacity for all shelter types is listed in Addendum #1.

Shelter Facilities

The site and capacity for both year-round and White Flag alert night drop in shelters are listed in Addendum #1, though are subject to change. The maximum number of allowable temporary shelter occupants is site specific but informed by maximum occupants and number of staff dedicated to a particular site. As part of the development of a shelter plan, Wake County may assess the availability of space, amenities, and liability assumed under this program.

See Addendum #2 for additional information.

HMIS Data Entry Requirements

All White Flag shelter stays will be recorded in the Wake CoC designated Homeless Management Information (HMIS) per the training and guidance of the HMIS System Administrator under the CoC Lead Agency/CoC Department and detailed in their contract. Shelter stays and client information for White Flag must be entered into HMIS with 24 hours of the White Flag event.

For HMIS support or questions, contact HMIS@wake.gov.

ADDENDUMS

- Addendum #1: Shelter Sites and Capacity
- Addendum #2: Facility Guidelines
- Addendum #3: Homeless Management Information System (HMIS) Requirements
- Addendum #4: Staff/Volunteer Responsibilities
- Addendum #5: Job Description
- Addendum #6: Mental Health First Aid
- Addendum #7: Overdose Response
- Addendum #8: Weapon Policy
- Addendum #9: Pet Policy

ADDENDUM #1: Shelter Capacity

Summary

	Year Round Drop In	White Flag Needed	Total Beds/Households
Men	98	150	248
Women	45	90	135
Families	20	90	110 households

Single Adults (and Couples without Children)

Year-Round Drop-In Shelter

Provider/Program	Total Capacity	Men	Women	Population	Location
Second Street Place Shelter	98	68	30	Single Adults	3211 Bramer Drive *(Temporary Location)*
Second Street Place Shelter operations will resume at 5010 Second Street before December 1, 2026.					
Healing Transitions	45	30	15	Single Women Single Men	3304 Glen Royal Rd, Raleigh 1251 Goode St, Raleigh
Total	**113**	**68**	**45**		

Year-Round Temporary Shelter

Requires referral from drop-in shelter or through the Wake CoC Coordinated Entry process.

Provider/Program	Total Capacity	Men	Women
Urban Ministries – Helen Wright	73	0	73
Healing Transitions	25	0	25
Wake County – South Wilmington Street (SWSC)	195	195	0
Total	**293**	**195**	**98**

White Flag Alert Shelter Capacity

Three shelter sites will be available for alerts activated on or following November 1, 2026 through March 31, 2027. Additional peak season shelter sites may be activated as capacity is needed or following the HERC mid-season review based on utilization. Contingency sites will only be activated in the event of a facility failure at one of the primary sites.

Should a White Flag alert be called prior to when Second Street Place Shelter operations resume in its permanent building:

- Bramer location will continue to serve as drop in for men and women
- South Wilmington Street Center (SWSC) will serve additional 30 men
- First Baptist Church (FBC) will serve women only (~60)

White Flag Shelter for Alerts BEFORE Second Street Relocation (Dec. 2027)				
Provider/Program	**Capacity**	**Population**	**Location**	**Notes**
Healing Transitions	50	Women	3304 Glen Royal Rd, Raleigh	
Healing Transitions	50	Men	1251 Goode St, Raleigh	
Bramer Drive	22	Men, Women	3211 Bramer Dr, Raleigh	*Temporary location for 98 year-round drop-in beds*
First Baptist Church	70	Women	99 N. Salisbury St, Raleigh	
South Wilmington Street Shelter	30	Men	1420 S. Wilmington St, Raleigh	
Contingency Sites: Activated only when an emergency or critical facility failure (plumbing, heat, electricity, etc.) occurs at a primary shelter site. *This plan will be updated as contingency site locations and assignments are confirmed.*				

White Flag Shelter for Alerts AFTER Second Street Relocation (Dec. 2027)				
Provider/Program	Capacity	Population	Location	Notes
Healing Transitions	50	Women	3304 Glen Royal Rd, Raleigh	
Healing Transitions	50	Men	1251 Goode St, Raleigh	
Women's Center	120	Women	3211 Bramer Dr, Raleigh	
First Baptist Church	70	Men	99 N. Salisbury St., Raleigh	
Contingency Sites: Activated only when an emergency or critical facility failure (plumbing, heat, electricity, etc.) occurs at a primary shelter site. • **South Wilmington Street Shelter** - 1420 S. Wilmington St, Raleigh *This plan will be updated as contingency site locations and assignments are confirmed.*				

Families (Households with minor children)

Year-Round Drop-In Shelter – Families

Provider/Program	Total Capacity	Population	Location
Salvation Army	**20**	Families w/ Children	1863 Capital Blvd, Raleigh
Families Total	**20**		

Year-Round Temporary Shelter – Families

Requires referral from drop-in shelter or through the Wake CoC Coordinated Entry process.

Provider/Program	Capacity
Families Together	12

Family Promise	20
Neighbor Up (hotel placement)	5
Salvation Army	68
Total	**105**

White Flag Alert Shelter Capacity

Provider/Program	Total Capacity	Population	Location
Salvation Army	**60**	Families w/ Children	1863 Capital Blvd, Raleigh
Families Total	**60**		

Survivors of Domestic Violence

Year-Round Shelter

Provider/Program	Total Capacity	Population	Location
Interact	**9**	Families w/ Children	Not publicly disclosed.
Total	**9**		

ADDENDUM #2: General White Flag Guidelines and Resources

White Flag Shelter Facility Guidelines

- Capacity of designated White Flag shelters is listed in Addendum #1.
- The shelter has a ONE-WAY door policy. Once a guest has entered the building they may not leave and return. Exceptions: smoke breaks, medical emergencies, staff approved requests. Smoking may be prohibited at some sites.
- Guests must remain in/at their assigned area unless they are going to the restroom, smoke breaks, or where staff have approved their move according to the site.
- Guests may only enter/exit through **clearly** identified entry/exit points for their assigned area of the shelter.
- Guests must take all belongings with them when they leave. Any items left will be discarded. White Flag Shelters do not have the ability to store belongings or maintain Lost & Found.
- Guests may not sit in the hallways or other common areas unless otherwise posted at sites.
- Items may be available for distribution to guests—typically the items available for guests are meals/snack bags, masks, hygiene products.
- **Emergency or Unusual Incidents**
    - If there is a threat - call 911.
        - If a call to 911 is required, the While Flag Shelter Operator is expected to report this to the CoC Lead Agency and submit an incident form.
    - For behavioral health crises:
        - 988 Suicide & Crisis Lifeline
        - Behavioral Health Crisis Line (Alliance Health): 877-223-4617 (available 24/7)

Communications	• Visit Wake CoC Website: wakenc507.org/whiteflag/ • Call Recorded Info Line: 919-856-6565 • Sign up for the CoC Newsletter: https://app.smartsheet.com/b/form/1a2bd6072db1480dbbfc4a15174556f1 • ReadyWake! Alerts: https://readywake.com/readywake-alerts/
Shelter Facility	**All designated shelter sites must** **Fire Safety and Emergency Evacuation Plan** The local Fire Marshal and the Building Official, or their designees, shall inspect with the site coordinator present before commencement of work in preparation for operation of the temporary shelter. The inspection shall determine if the building or area is appropriate for the temporary shelter and identify what work needs to be completed before operation.

Operational Staff	• **Staffing / Hiring:** White Flag Shelter operators are responsible for staffing and hiring for their designated shelter sites as confirmed via contract with the Wake County CoC Department or as operated privately. Requires ability to operate on an "on-call" basis according to alert night status. Minimum staffing requirement of 2 staff per site at all times. Staffing models may vary based on capacity/demand of shelter and logistics of each site. Sample position description is listed in attachment #4 of this document. • **Volunteer support may** be coordinated by each White Flag Shelter Operator independently.

Transportation	• Go Raleigh - GO Raleigh, 919-485-7433, www.raleighnc.gov/transit, www.goraleigh.org
	• **GoTriangle Fixed Route Fare** - gotriangle.org/fares-passes
	• **Discount Fare Options** - GoRaleigh.org/discount-fare-options or call 919-485-7433
	• Go Wake – Transportation services are provided Monday through Saturday, 6 a.m. to 6 p.m., excluding holidays. For program information or eligibility:
	  • GO Wake Access, 919-212-7005, www.wake.gov/departments-government/health-human-services/programs-assistance/gowake-access-transportation
	  • Go Wake SmartRide NE, 919-212-7005, www.wake.gov/departments-government/health-human-services/programs-assistance/gowake-smartride-ne

Shelter Supplies	The Wake CoC Lead Agency has incorporated use of PODS via Wake County Emergency Management to provide shelter supplies including cots, blankets and pillows for designated White Flag shelter sites. Per the White Flag Shelter Operator Contracts with the Wake County CoC Department, questions and communications regarding coordination for the PODS must be facilitated through the CoC Lead Agency. Contact Eileen.rosa@wake.gov. Shelter operators are responsible for the management of shelter equipment (cots, pillows and blankets) by way of "PODs" deployed by the Wake County Emergency Management Department. The Operator agrees to the following expectations related to the management of these PODs: ● Operator is responsible for: • unload, set up and reload of POD equipment. • ensuring all equipment delivered in the POD is accounted for and returned in the same way it was received and as detailed on the POD inventory. • for the cost of any equipment damages or replacement. ● County vendors must be used to move the PODs, as requested and communicated through the Wake CoC Department. Operator may not use any other methods or vendors to move the PODS.
Meals & Food	**Food**: Shelter guests will be provided dinner and breakfast, typically in a "grab and go" or brown bag meal. Meals may consist of easy to chew and digest ingredients to include soup, sandwiches, cereal, or other items made available by the shelter host site. Hot meals are provided on site when allowed and available via volunteer coordination, faith communities, other community partners.
Donations	Due to limited storage at the White Flag Shelters, items **must** be limited to the specific requested items of each Shelter Operator designated on their website.

ADDENDUM #3: Homeless Management Information System (HMIS) Requirements

All White Flag shelter stays will be recorded in the Wake CoC designated Homeless Management Information (HMIS) system per the guidance of the HMIS System Administrator (Wake County CoC Department).

All shelter operators will be trained by the CoC HMIS System Administrator and will be required to complete daily census reports to ensure CoC ability to monitor shelter utilization and capacity needs.

For HMIS licensing or support, contact HMIS@wake.gov.

ADDENDUM #4: Mental Health First Aid

Non-Crisis Response: Mental Health First Aid from the National Council for Mental Wellbeing, has a five-step action plan (ALGEE), which can be used in any order for a non-crisis situation.:

- **A** – **Approach, assess for risk of suicide or harm**. Try to find a suitable time or place to start the conversation with the person, keeping their privacy and confidentiality in mind. If the person does not want to confide in you, encourage them to talk to someone they trust.
- **L** – **Listen nonjudgmentally**. Many people experiencing a challenge or distress want to be heard first, so let the person share without interrupting them. Try to have empathy for their situation. You can get the conversation started by saying something like, "I noticed that …" Try to be accepting, even if you don't agree with what they are saying.
- **G** – **Give reassurance and information**. After someone has shared their experiences and emotions with you, be ready to provide hope and useful facts.
- **E** – **Encourage appropriate professional help**. The earlier someone gets help, the better their chances of recovery. So, it's important to offer to help this person learn more about the options available to them.
- **E** – **Encourage self-help and other support strategies**. This includes helping them identify their support network, programs within the community, and creating a personalized emotional and physical self-care plan.

Crisis Response: If someone is having a crisis, the following resources are available:

- Alliance Health Behavioral Health Crisis Line
  877-223-4617 (24 hours a day, 7 days a week)
- 988 or (800) 273-8255: Suicide and Crisis Lifeline
- 855-PEERS-NC (855-733-7762): NC Peer Warmline
- 911: If you're calling 911 for mental health, substance use or special needs emergencies, you can request first responders that have gone through Crisis Intervention Training (CIT).

For additional resources and information, visit:
https://www.mentalhealthfirstaid.org/2021/04/algee-how-mhfa-helps-you-respond-in-crisis-and-non-crisis-situations/

ADDENDUM #5: Overdose Prevention

In the event of an overdose, staff will call 911 and administer necessary aid. Volunteers should notify shelter staff of any medical emergency immediately.

It may be hard to tell whether a person is under the influence or is experiencing an overdose. Some common signs of an overdose include:

- Face is extremely pale and/or feels clammy to the touch
- Body goes limp
- Fingernails or lips have a purple, blue, ashen, or gray color
- Start vomiting or making gurgling noises
- Cannot be awakened or are unable to speak
- Breathing or heartbeat slows or stops

If you are not sure, treat it like an overdose—you could save a life.

1. Call 911.
2. Administer Naloxone.
3. Try to keep the person awake and breathing. If they are not breathing, administer rescue breaths.
4. Lay the person on their side to prevent choking.
5. Stay with the person until emergency assistance arrives.

Please note:

- **Naloxone can wear off before the opioid does**. The person still needs emergency medical evaluation, even if they regain consciousness or feel better.
- **More than one dose may be needed**. Follow the product instructions, typically repeating every 2–3 minutes if the person does not respond or symptoms return before EMS arrives.
- **Naloxone can be administered safely to people of all ages**, from infants to older adults.
- **Naloxone can be administered to a pregnant person** when an opioid overdose is suspected.
- **Naloxone will not harm someone if they are not experiencing an opioid overdose**, and it should not be withheld when an opioid overdose is suspected. In a suspected overdose, the immediate priority is to restore breathing and save the person's life.

*Naloxone Request Form: Expanding access to naloxone, the opioid overdose reversal medication, is a key priority in Wake County's spending plan for Opioid Settlement funds. Naloxone is a life-saving medication that can reverse the effects of opioid overdose and save lives. Organizations serving Wake County can request naloxone using this online form. All requests are subject to approval by Wake County and availability of funds.

ADDENDUM #6: Weapon Policy

To keep everyone safe during severe weather, weapons are not allowed in the shelter. Exceptions for medical devices must be approved by staff. Guests may be asked to secure or surrender prohibited items.

Weapons must be checked in upon intake and appropriately stored before the guest is allowed in other areas of the shelter. Shelter staff will make the determination as to what constitutes a weapon. This may include work tools and any other devices which may be used in a manner that could cause serious bodily injury. Weapons include, but are not limited to:

- Firearms
- Knives
- Tasers, clubs, or anything meant to harm

This policy is enforced respectfully to protect everyone's safety and dignity.

ADDENDUM #7: Pet Policy

White Flag shelters must make every effort to accommodate pets, especially service animals and emotional support animals. Animals must be crated while residing in the shelter.

Individuals and households with pets are expected to maintain certificate of rabies vaccine in order to enter shelter.

White Flag shelter locations may coordinate donations for food, crates and connection to veterinary services for vaccination to ensure safety and wellbeing for all shelter guests and staff.

ADDENDUM #8: SAMPLE Staff/Volunteer Policy & Responsibilities

Nightly Schedule & Responsibilities

4p – 12 midnight:

- Open up Facility (4pm)
    - Turn on lights in all rooms and hallways
    - Turn on outside lights
    - Turn on Air Cleaning Systems in each area (where applicable)
    - Set up hospitality area (meal bags, blankets, etc)
    - Verify bathrooms are stocked and ready for use
    - Set out White Flag, and signage directing to entrance
    - Get front desk area(s) ready for sign in
    - Conduct shift briefing
- Open Facility for Intake (5pm)
    - Sign in each client on check-in sheet (name, DOB, last 4 SS#: if

required by side: check-in time, check-out time, cot location)
        - Review Shelter Guidelines if client is new
        - Offer meal and blanket; walk client to assigned bed
        - Monitor guests to ensure safety and well-being
    - After Dinner
        - After clients have finished the evening meal, empty all trash cans, tie trash bags
        - Monitor trash and restrooms (clean as needed):
        - Restroom checks every 30 min (complete bathroom check sheets)
    - Handoff to overnight staff (11:45pm – 12:00am):
        - Discuss #s and any other pertinent information
        - Provide tour of facility if needed for volunteers
        - Team Leader - complete online shift report prior to leaving shift.

12 midnight – 8 am:

- Monitor site ensuring safety and well being
- Start brewing coffee by 5:45am (if provided at location)
- Set up breakfast station by exit doors by 6:30am
- Turn all Dorm lights on at 6:30am and begin the wake-up process
- Place soiled blankets in trash bags and put bags in POD.
- All clients MUST exit the building by 7:30 AM.
- Stack cots (if needed). All shelter supplies must be placed in POD before staff leave.
- Ensure all trash cans have been emptied and trash picked up in the shelter area.
- Turn down all thermostats to 65 degrees
- Turn off building lights
- Team Leader - complete online shift report prior to leaving shift.

ADDENDUM #9: SAMPLE Job Description – White Flag Shelter Staff

Position Title: White Flag Shelter Staff/Attendant (Temporary/Per Diem Position)

Position Overview
The White Flag Shelter Attendant assists with managing the operations of Wake County White Flag Shelters when weather conditions are severe enough to cause physical harm to people experiencing homeless who have no place to shelter during the weather event. The Shelter Attendant works collaboratively with the Wake CoC and its partner network to provide a safe environment for people during severe weather events. The Shelter Attendant assists with admitting people into the shelter, completing HMIS intake documentation, providing resources, and assisting in the set-up, break down and maintenance of sleeping facilities when temporary shelters require assembly/disassembly.

Essential Job Functions
- Assists with the management of an effective shelter environment
- Able to interpret policies and procedures accurately
- Welcomes, intakes and orients shelter guests in friendly and professional manner
- Demonstrates effective problem-solving skills and guests service skills
- Monitors and attends to shelter guest needs and safety, manages complaints, grievances
- Readily available for crisis management, conflict resolution, and assist with problem solving
- Take initiative to resolve unsafe situations when appropriate, reports errors and near misses
- Intervenes appropriately to optimize smooth shelter operations and flow
- Effective communication, information sharing, collaboration and teamwork
- Immediately reports any unsafe situation or practice
- Accommodates unexpected needs of guests, families, and staff with flexibility
- Respect and maintain privacy and confidentiality of everyone
- Works as a team member and communicates clearly with everyone
- Actively listens and responds with empathy
- Recognizes and is sensitive to cultural differences
- Refrains from personal phone calls and conversations in front of shelter guests

Position Qualifications, Knowledge, Skills, Education, & Experience
- **Minimum Preferred / Desired Experience**
  - Two years of experience in a setting working with people experiencing homelessness
  - Familiarity with HMIS Software
  - Reliable means of transportation
  - Valid and current State Issued Identification
- **Education / Training:** High School diploma or equivalent required, Basic computer / data entry skills
- **Special Skills**
  - Strong communication, excellent guest service, prioritization and problem-solving skills.
  - Understanding of experiences and needs of members of the homeless population.

Work Environment

- **Functional Demands**: Sedentary to light energy level. Ability to lift 10 lbs. box overhead, lift and carry 15 lbs, push/pull up to 200 lbs. cart with assistance.
- **Activity Level Throughout Shift**
    - Sitting, Standing, Walking, Climbing (e.g., stairs)
    - Carrying and Lifting (Floor to waist level and waist level and above - 10 lbs)
    - Push/Pull Twisting Bending
    - Reaching forward/overhead
    - Squat/kneel/crawl Wrist position deviation Pinching/fine motor activities
    - Keyboard use/repetitive motion
- **Environment Requirements:**
    - Works during severe weather events (extreme heat or cold, storms, etc.)
    - Practices appropriate hand hygiene, physical (social) distancing, and embraces a culture of safety
- **Occupational Exposure Risk Potential:** Not Anticipated

Schedule:

- 8 - 10 hours per shift
- **On-Call:** Must be available to work should weather conditions indicate harsh (inclement) or extreme circumstances resulting in the declaration of a Wake CoC White Flag event.
- **Position is temporary and grant-funded, with employment term expected to end April 1, 2027.** Employment is on a "on-call" basis. Employees therefore must be available to work should weather conditions indicate harsh (inclement) or extreme circumstances resulting in the declaration of a Wake County White Flag event.