



Job Action Sheet: Registration

1. Guest check-in and contracting
 - a. Explain intake procedures verbally
 - b. Present guest with conduct guidelines, shelter contract and list of prohibited materials, verbally explain conduct guidelines and prohibited materials as well as providing written documentation
 - c. Review the registration form to see if they have to registry to a state agency. If checked let the shelter supervisor know.
 - d. Provide with storage bags and document belongings. Provide client with proof of storage. Instruct client on check-out procedures
 - e. Screen for any special needs or accommodations
 - f. Screen for any families that may need to access hotel vouchers; follow outlined steps to obtain family housing funds
 - g. Screen for kenneling needs, refer to kenneling staff for assistance and pet registry
2. Guest check-out and baggage claim
 - a. Have guest present proof of storage and provide them with storage bags
 - b. If client is continuing their stay, allow them to collect belongings they will require for the day, and update dates on proof of storage and storage bags
3. Provide all intake information to site coordinators in real time in order to account, plan, and care for the number of clients present
4. Report any issues identified:
5. Report any issues with client behavior to supervision via incident report
6. Report any emergency incidents on site to supervision via incident report forms

Special Requirements:

- Basic computer skills, including access to and training in HMIS systems
- Basic First Aid and Bloodborne pathogen training
- De-escalation and response training
- Experience in motivational interviewing, person-first language, or other low-barrier communication techniques preferred
- Ability to stand or sit for extended periods of time