Shift Information

How to Manage Shifts in KARE Heroes · https://doyoukare.com/docs/heroes/using-kare-hero/shift-card-information-and-community-documents/

Overview

Each shift card in the KARE Heroes App provides all the key details you need before applying or arriving at a shift. It includes:

- Task responsibilities
- Community information
- Required licenses
- Estimated earnings
- Shift time and location

You will also see helpful features like:

- A welcome message
- Dress code instructions
- Check-in guidance
- A document icon to view or complete required forms

All of this ensures that you are fully prepared before the shift begins.

Shift Card Information

Each shift card contains detailed information like:

- **Community Logo and Name**
  Shows the branding and name of the Community.

- **Completed Documents Icon (Top Right Corner)**

  A quick visual indicator that shows if all required documents are submitted.
- **Hot Shift Icon**

  A fire icon shows the shift the shift was posted recently and needs to be filled quickly. Picking it up may improve your HERO reliability score.
- **Estimated Earnings per Shift**

  The expected pay for completing that shift.
- **License Types (Primary and Alternative)**

  Lists the license(s) required or accepted for that shift.
- **Shift # ID**

  A unique identifier used to reference the shift.
- **Shift Date & Time**

  The exact day and time when the shift starts and ends.
- **Community Address**

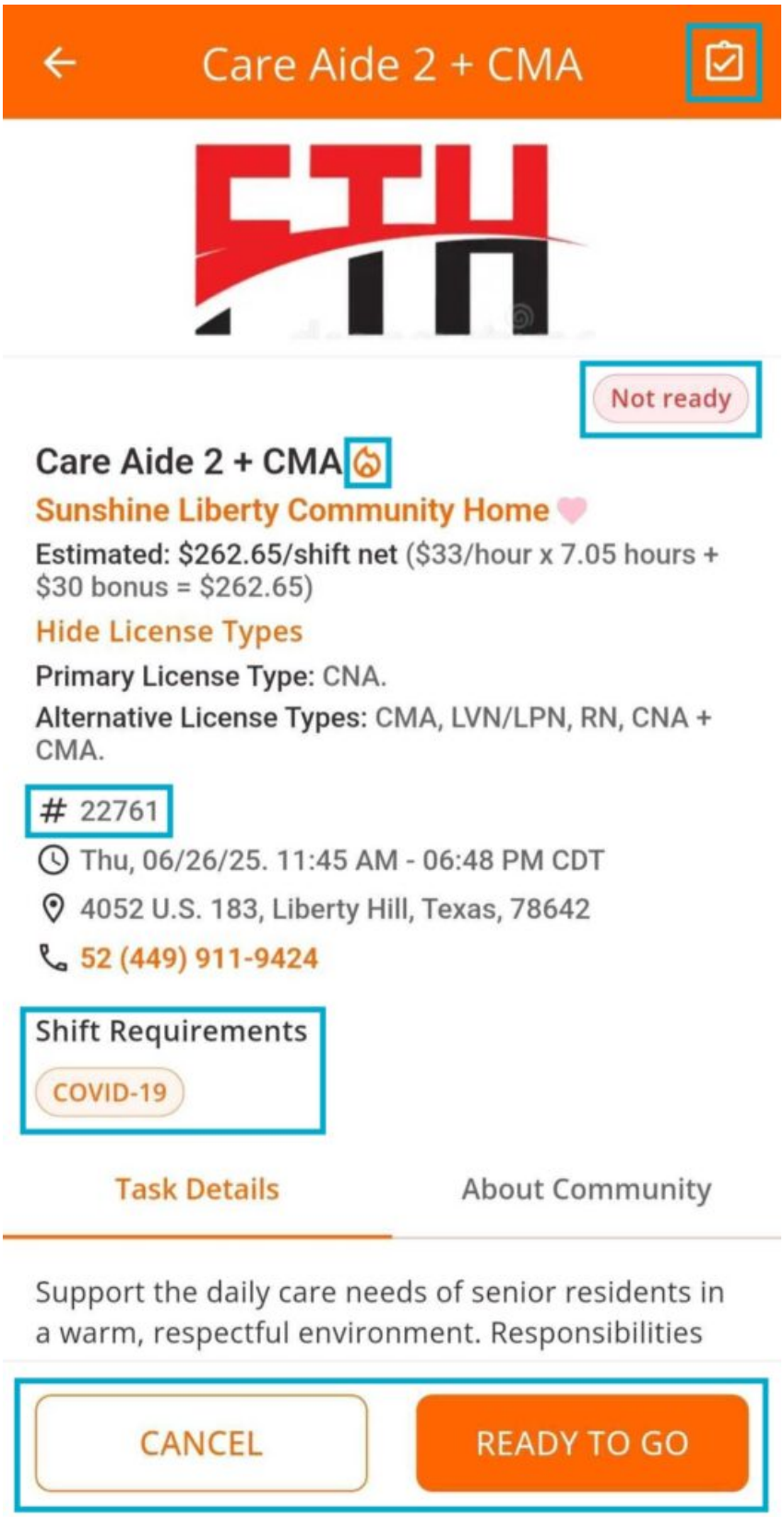
  The full physical location of the Community.
- **Telephone Number**

  A direct contact number for the **Community.**
- **Shift Requirements**

  Some shifts may require specific documents, such as proof of COVID-19 vaccination or other training.
- **Task Details Tab**

  Describes the job duties and expectations for that shift. This is written by the Community.
- **Action Buttons**

  A button you can tap to have an action for the shift.



- **About Community Tab**

  This section shows you more information about the **Community**, including:

- **Heart Score**

  A visual or number-based score showing the Community's engagement and satisfaction.

- **Overall Rating:**

The rating categories include:

  - Welcoming
  - Adequately Staffed
  - Clear Direction
  - Teamwork

- **Welcome Message**

  A friendly message from the Community to help you feel prepared.

- **Requested Attire**

  Dress code or uniform instructions for the shift.

- **Where to Park / Check-In Process**

  Directions for parking and how to check in when you arrive.

- **Location**

  A map view of the **Community's** location.

  Includes a button to **Open Location in Maps** for easy navigation. *(Scroll down to find this option.)*

- **Action Button**

  A button you can tap to have an action for the shift.

Task Details | About Community

Heart Score	Overall Rating
11.2/10	5.0

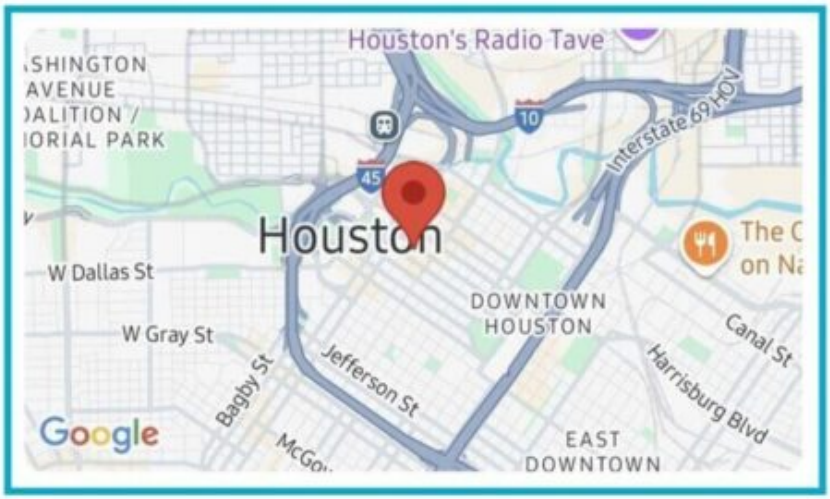
5.0 Welcoming	4.9 Adequately Staffed
4.9 Clear Direction	4.9 Teamwork

Welcome Message
Welcome! So happy you are here to save the day!

Requested Attire
Blue polo shirt and khaki pants please

Where to park/Check in process
Right parking lot

Location



OPEN ON MAPS

APPLY NOW

This section helps you gather all the information you need before arriving at your shift, so you can feel confident and prepared.

Need Help?

Our KARE Support Team is here for you:

- **General Support:** (832) 380-8740
- **In-App Messaging:** Available daily in the KARE app.
- **Email:** herosupport@doyoukare.com

We will get back to you as quickly as possible.

Additional Resources

KARE Support Hours