



**Program Overview:**

**Build your Career - Make a Difference - Get Paid - Reduce Student Debt**

SBP is an award-winning, innovative nonprofit organization that shrinks the time between disaster and recovery. A leader in volunteer-driven, post-disaster rebuilding; SBP educates, advocates and improves the disaster recovery sector so that we can collectively achieve more for communities. With a team of 50+ staff and over 300 AmeriCorps members, SBP has rebuilt more than 1,300 homes across 8 states, and has shared best practices with nonprofits, recovery groups, and government entities across the country. By pairing resilience training with recovery operations, we strive to reduce the need for our rebuilding services over time by increasing preparedness among vulnerable communities.

SBP is an organization that attracts AmeriCorps Members and employees who embrace innovation and constant improvement, enjoy rising to meet pressing challenges, believe in community-wide collaboration, and can develop and achieve clear benchmarks to reduce human suffering.

SBP encourages individuals that are hungry for change to join our team so that we can improve the future of disaster recovery together. SBP strongly believes that a diverse staff and AmeriCorps team will ensure that our organization remains strong and continues to grow to meet the needs of the broad-range of communities that we serve, and we seek to create a diverse corps consisting of individuals of all ages, backgrounds, ethnicities, and beliefs.

In exchange for bringing your talents to SBP, you will gain marketable job skills that will help you pursue a wide-variety of careers, while also having an opportunity to make a positive difference in the lives of individuals and families who have been impacted by disaster events. To help support your service, you will also receive the following benefits:

**Benefits Provided to SBP AmeriCorps Members**

- Monthly Living allowance of \$1,263.
- An additional \$150 monthly housing stipend for individuals who have previously served in AmeriCorps, NCCC, or VISTA.
- Free limited health coverage benefits
- An education award of \$5,815 upon successful completion of each 10 month term. (More information can be found at: [http://www.americorps.gov/for\\_individuals/benefits/benefits\\_ed\\_award.asp](http://www.americorps.gov/for_individuals/benefits/benefits_ed_award.asp)).
- Eligibility to postpone repayment of federally-guaranteed student loans during your service term. (The National Service Trust will also pay all or a portion of the interest that accrued during the service period.)
- Child care assistance
- Valuable professional development and opportunities to further your career
- Potential opportunities to travel in order to respond to disaster events



**Client Service Coordinator AmeriCorps Member Position Overview:**

Our ability to continue to bring families home relies heavily on the dedication of our AmeriCorps members. The position of a Client Services Coordinator serves as an advocate and liaison to SBP's clients from application to completion of construction and move-in while working to remove barriers to their recovery. SBP's goal is for our clients to have a stress free experience during our rebuild process. Being victims of these storms, they have been through a life-changing event and our Client Services Coordinators serve as an important role in their recovery. Members who have served in the Client Service Coordinator position have gained the skills and knowledge to pursue careers in social work, case management, and additional educational opportunities.

Applicants are encouraged to view SBP's AmeriCorps member recruitment video that provides an overview of the Client Services position as well as additional AmeriCorps service opportunities by visiting the following link:

<http://sbpusa.org/get-involved/ameriCorps>

**Essential Functions:**

- Move each of your 30-40 clients closer to moving into their rehabilitated homes.
- Interview prospective clients and work with them to complete an application for assistance.
- Present prospective client cases to Executive Director and/or Client Services Manager for acceptance into SBP programs.
- Assist clients in completing applications to utilize available funding programs earmarked for the recovery needs of disaster-impacted individuals in the local community and assist the client in navigating these programs throughout the rebuilding process.
- Research and refer clients who are in need of housing, food, or other needs to appropriate services.
- Act as a reliable point of contact for the client throughout the rebuilding process; ensuring the client understands where they are located in the program pipeline at all times.
- Track client progress and report weekly to Client Services Manager on progress.
- Input client data and upload documents into client database (SalesForce); update case notes daily.
- Expedite client's path to completion of construction in any way possible, often through creative means.
- Advocate for the client both to outside organizations and internally within SBP.
- Participate in September 11<sup>th</sup> Day of Remembrance and Martin Luther King Jr. Day of Service events, which may take place on a weekend or during holidays and include activities outside of the scope of typical day-to-day functions.

**Minimum Requirements:**

- Be at least 17 years of age or older.
- Have a high school diploma or its equivalent.
- Be a citizen, national, or lawful permanent resident alien of the United States.

**Disaster Recovery Client Services Coordinator**  
**Full Time 1700 hours**



**Qualifications:**

- Excellent verbal communication skills
- Experience/comfort with public speaking
- Strong organizational skills and ability to delegate tasks effectively

**Opportunity to Travel to Respond to Recent Disaster Events.**

When disaster events occur during an AmeriCorps Member's term of service, SBP will oftentimes request AmeriCorps members to volunteer to participate in team deployments to communities that have been recently impacted and are in great need of aid. During these deployments, AmeriCorps members utilize the training they have received while serving at one of SBP's operating sites to assist these communities in their initial recovery efforts. Typically member service activities during these deployments include, volunteer coordination, mass care operations, donations management, debris removal, cleanup, and mold sanitation. Although accommodations will be very basic, SBP and AmeriCorps typically covers the cost of travel, lodging, and food for AmeriCorps members participating in deployments.

- Willingness to travel and participate in deployments is not required to be eligible to serve in SBP's AmeriCorps program.
- Because of the nature of disaster events, SBP cannot guarantee deployment opportunities during an AmeriCorps member's term of service.

**How to Apply**

- Visit <http://sbpusa.org/get-involved/ameriCorps>
- Complete the two-page application
- Upload your resume
- Submit your application

*(Typically, you will be contacted within 5 business days if you have been selected to interview for the position.)*

**Reasonable Accommodations**

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.