

**SBP- Hurricane Harvey**  
*Client Services Coordinator*  
**Start Date: September**  
*Houston, Texas*  
*Aransas Pass, Texas*



**Program Overview:**

SBP is an award-winning, nonprofit rebuilding organization whose mission is to ensure that disaster-impacted citizens and communities recover in a prompt, efficient and predictable manner. Through Disaster Recovery Lab, SBP works to share lessons learned, prevent common barriers to recovery and help communities utilize SBP's standardized, repeatable and proven-effective model. Since its founding in 2006, in response to Hurricane Katrina, SBP has rebuilt homes for over 1100 families with the help of over 100,000 volunteers in New Orleans; Joplin, MO; Rockaway, NY; Monmouth and Ocean Counties, NJ; San Marcos, TX; and Columbia, SC. **With the devastation from Hurricane Harvey, we are in need of dedicated and passionate individuals to join SBP's AmeriCorps team and begin the road to recovery in Houston and Aransas Pass, TX.**

**AmeriCorps Member Position Overview:**

A Client Service Coordinator is an advocate and liaison to SBP's clients from application to completion of construction and move-in while working with clients to remove barriers to their recovery.

**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
- Satisfy the National Service Criminal History Check eligibility criteria pursuant to 45 CFR 2540.202.
- Strong interpersonal skills, including active listening.
- Ability to maintain a calm, professional demeanor in challenging situations, including client crises.
- Ability to clearly communicate needs and expectations to people of various backgrounds.
- Demonstrated problem solving skills.

**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 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.
- Learn, understand and perform SBP's expectations for project site and personal safety as outlined in the Site Supervisor Construction Manual and Safety While Serving at SBP, as well as safety trainings

occurring throughout the term on site or during departmental meetings

- 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.

### **Additional Responsibilities:**

Although not essential position functions, the Client Services Coordinator may also be responsible for the following as needed:

- Assist other departments in major projects as needed as it relates directly to the AmeriCorps program.
- Perform other duties as assigned as it relates directly to the AmeriCorps program.
- Participate in outside service activities approved by the program's director.

### **Physical, Emotional, and Intellectual Demands:**

To perform the services successfully, the AmeriCorps member should demonstrate the following competencies to perform the essential functions of this position:

- **Flexibility/Resilience** – The ability to adjust to and thrive in a complex and changing environment; handles setbacks and failures with professionalism and candor; effectively and appropriately responds in the face of adversity or conflict.
- **Ability to Work Independently** – The ability to be a self-starter and accomplish tasks independently and without constant direct supervision.
- **Ability to Multi-Task** – The ability to handle multiple tasks and assignments; prioritizes more important tasks while maintaining a good handle on others; reports in a timely manner any barriers to task completion and allows ample opportunities for supervisor to adjust deadlines
- **Results-Oriented Thinking and Behavior** – A genuine concern for effectiveness. Possesses the desire to get the service done with excellence; mentally, is focused on getting the best results for actions taken; does not settle for mediocrity.
- **Awareness and Sensitivity to the External Environment** – Situational awareness; is aware of the organizations that they represent, including the United Way Association of SC, AmeriCorps SC, CNCS, and the Host Site's position in the community and the effect of their words and actions on that position; demonstrates savvy in dealing with agencies, volunteers and donors; is promoting and affirming in conversations about and on behalf of those organizations.
- **Physical Activities:**
  - **Manual Dexterity:** Picking, pinching, typing or otherwise serving, primarily with fingers rather than with the whole hand or arm as in handling.
  - **Communicating:** Expressing or exchanging ideas. Activities must convey detailed or important spoken instructions to others accurately, loudly or quickly.
  - **Listening:** Ability to receive detailed information through appropriate communication.
- **Visual Acuity:** Member is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or expansive reading.
- **Service Conditions:** Member is subject to both inside and outside environmental conditions.

### **Benefits:**

This position is eligible for a living allowance, education award, health benefits, and childcare assistance. The stipend for this position is \$1253 per month and may not exceed \$12,530 for the term of service. The education award for this position upon completion of the ten month term and 1700 hours of service is \$5775. Please visit [http://www.americorps.gov/for\\_individuals/benefits/benefits\\_ed\\_award.asp](http://www.americorps.gov/for_individuals/benefits/benefits_ed_award.asp) for more information on the education award.

*Previous members of AmeriCorps, VISTA and NCCC programs are eligible to receive a \$150 housing stipend.*

*\*\*Please note: This is a grant funded position that has been secured through 2018.*

**Reasonable Accommodations**

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

**OPPORTUNITY FOR ALL SBP AMERICORPS MEMBERS:**

***Traveling AmeriCorps Response Team:***

*All SBP AmeriCorps members are provided the option to join SBP's **Traveling AmeriCorps Response Team**. This team serves as SBP's leading responder in the aftermath of a natural disaster, responding to disaster impacted communities with the greatest need for aid.*

*As a member of the **Traveling AmeriCorps Response Team**, you play a critical role in the initial response to disasters throughout the United States and are one of an elite group who are the first feet to hit the ground running. As the face and voice of SBP, you will aid community members in beginning their recovery efforts and educate the public on resiliency and predictability.*

*If you are interested in traveling to various communities to assist in disaster recovery and have a passion for helping those in need, indicate interest via SBP's application page when applying.*

<b>Member Name</b>		<b>Start Date</b>	
<b>Service Location</b>		<b>Expected End Date</b>	
<b>Department</b>		<b>Term Type</b>	
<b>Direct Supervisor</b>			

**Member Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_