



Position: Client Advocate New Orleans East
Organization: SBP - New Orleans
Reports to: Operations Manager New Orleans

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 1,200 families with the help of over 180,000 volunteers in New Orleans; Joplin, MO; Rockaway, NY; Monmouth and Ocean Counties, NJ; San Marcos, TX; Columbia, SC; and Baton Rouge, LA.

Position Overview:

The Client Advocate works directly with clients impacted by the recent tornado in New Orleans East. The Client Advocate will evaluate how SBP can best support each impacted homeowner and ensure a prompt and predictable path to recovery.

Requirements:

- 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 Client Approval Board 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

Additional Requirements:

To perform the services successfully, the Client Advocate 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.
- **Visual Acuity:** Employee 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

Salary is commensurate with experience. Company provides paid health insurance.

To Apply Submit a tailored cover letter, resume, three professional references and salary history to noeastHR@sbpusa.org

SBP is an equal opportunity employer and adheres to all applicable city, state and federal laws regarding equal employment opportunity and hiring practices. All qualified applicants will receive consideration for employment without regard to age, race, color, religion, gender, creed, national origin, physical or mental disability, marital status, veteran status, disabled veteran status, or status as a member of any other protected group or activity. It is the policy of SBP not to discriminate against any individual, person, or group on the basis of disability and the intent of SBP to address any complaints that may arise pursuant to Section 504.