



SBP

SBP is an innovative, award-winning nonprofit organization whose mission is to shrink time between disaster and recovery via five interventions:

- 1) **Build** innovatively, driving efficiency
- 2) **Share** SBP’s proven effective model with other organizations to increase efficacy across the disaster rebuilding sector
- 3) **Train** home and business owners in resilience and risk mitigation prior to disaster
- 4) **Advise** local and state government officials so they can deploy federal dollars sooner, and in a way that empowers an efficient recovery
- 5) **Advocate** so that what is measured is what matters – a complete recovery

Member Name:		Position:	Client Services Coordinator
Department:	Client Services	Supervisor:	
Start Date:		End Date:	
Service Location:		Term Type:	

Position Description:

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.

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

Typical Project Team:

Client Services Coordinators work directly with SBP’s clients to provide support and ensure their transition home is expeditious and client-centered. Client Services Coordinators interact with all SBP departments as they move the client from application into their completed home, including daily interaction with Volunteer Coordinators, Supply & Logistics Coordinators, and Project Managers. Client Services Coordinators are supervised by the Client Services Manager.

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 job 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

Qualifications:

- Be at least 17 years of age or older
- Have a high school diploma or its equivalent, or be willing to obtain said diploma/equivalent during service year
- 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 C.F.R. 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.

Benefits

This position is eligible for a living allowance and education award. If serving a full time term (1700 hours), the member is also eligible for limited benefits health coverage and childcare assistance. The stipend for this position is \$626.50 (pre-tax) distributed on the 15th and last day of the month, and may not exceed \$12,530 for the term of service. The education award for this position is \$5,730.

Please visit http://www.americorps.gov/for_individuals/benefits/benefits_ed_award.asp for more information on the education award.

