



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:	Volunteer Coordinator
Department:	Volunteer	Supervisor:	
Start Date:		End Date:	
Service Location:		Term Type:	

Position Description:

Volunteer Coordinators support SBP’s mission by creating an extraordinary volunteer experience that gets people excited about volunteering with SBP. Volunteer Coordinators will build relationships with volunteers before their trip, welcome them when they are on their trip, and work diligently to keep them engaged once they are done volunteering. When responding to volunteer inquiries, it will be important to express thanks, talk about the state of the recovery, and express the needs of SBP. This hard work will result in returning volunteer groups and greater awareness about SBP.

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

Typical Project Team:

Volunteer Coordinators report to the Volunteer Department Manager and serve directly with volunteers on a daily basis to engage them in rebuilding our client’s homes. Volunteer Coordinators interact with all departments at SBP, including the Construction Department to ensure proper scheduling of volunteers at work sites and members of the Client Services Department to be able to properly communicate our homeowner’s story to volunteers.

Essential Functions:

- Responding to volunteer requests, questions, or general inquiries via email or phone calls
- Coordinating all trip logistics for volunteers

- Giving orientation to as many as 150 volunteers upon their arrival
- Working with direct supervisor to create the volunteer schedule for the upcoming week
- Processing volunteer registrations and building relationships with groups from that point
- Keeping volunteers informed about upcoming SBP events
- Making sure Site Supervisors are allocated proper amounts of volunteers to complete tasks at hand
- Preparing directions and homeowner biographies for scheduled volunteer groups
- Asking groups to stay engaged with SBP
- Routinely track volunteer information, specific requests, contributions, and other feedback
- Maintain an energetic and positive attitude with volunteers and colleagues
- Clearly communicate the enduring needs of our clients and community
- Build partnerships with local businesses and community organizations
- Drive outreach strategies to recruit volunteers and raise awareness of volunteer experiences with 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 CFR 2540.202.
- Excellent verbal communication skills
- Experience/comfort with public speaking
- Strong attention to detail
- Strong organizational skills
- Willingness /enthusiasm to receive constructive feedback from your manager and peers
- Positive attitude
- Ability to take initiative and be self-motivated
- Strong passion for the work of SBP

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.

Member Signature: _____ Date:
