

Position:

Client Services and Resource Manager, Partnerships



Organization:

SBP National + SBP Houston

Reports to:

“Share” Intervention Manager + SBP Houston Client Services Director

About SBP

SBP is an award-winning, innovative nonprofit organization whose mission is to shrink 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 70+ staff and 280 AmeriCorps members, SBP has rebuilt more than 1,500 homes across 8 states and shared best practices with many more.

SBP’s vision is to embrace constant improvement, community-wide collaboration, and clear benchmarks to reduce human suffering caused by the tolls of delay in recovery. 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 encourages individuals that are hungry for change and eager to innovate to join our team so that we can change the future of disaster recovery together.

Overview

The Client Services and Resource Manager oversees all aspects of SBP’s client intake, eligibility, and selection process for qualified partner organizations that develop safe, secure, and affordable housing repair solutions for qualified low and moderate income homeowners. If required, the Client Services and Resource Manager may supervise a team of 2-4 full time AmeriCorps members who provide high quality case management services. The Manager ensures that the goals for the program and partner organizations are met while adhering to all funding and program requirements. This role will also help share SBP’s best practices nationally by working closely with the “Share” Intervention manager, and others as necessary, to ensure lessons learned in TX are successfully incorporated in future communities.

Responsibilities

Leadership & Management

- Implement vision and operational plan for the Client Service activity that meets or exceeds the goals of SBP and its relevant partner organizations.
- Display strong commitment to SBP’s mission, values, and ethos of community service and continual improvement.
- Manage client intake activity (with or without AmeriCorps members depending on scale) to support SBP’s partners. Provide training and support to other SBP locations and partners in this function area as needed.
- Cultivate and maintain excellent relationships with external partners and stakeholders. Represent the organization as needed at meetings, events and on phone calls.
- Assist as needed in the delivery of SBP’s recovery and resilience training materials to at-risk and affected populations.

Client Services/Case Management

- Manage the successful day-to-day client service partnership operations. Be available and provide support to Client Services Coordinators (as needed). Provide guidance on the resolution of difficult cases/scenarios.
- Attend and review client intakes as needed. Ensure that all approved clients meet the criteria to receive rebuilding services. Offer referrals and other supports that clients may need.
- Train and support incoming CSC’s and ensure the successful transition of clients from the outgoing to the incoming CSC.
- Maintain a client caseload commensurate with partner organization capacity.
- Manage and improve the client experience: ensure that all communication with clients is clear, honest, and accurate; conduct pre/post client surveys; and develop quarterly reports on client satisfaction
- Assist “Share” Intervention manager with the preparation of materials to share with other organizations
- Support efforts to share best practices with recently impacted communities and community organizations

Grants Management and Compliance

- Adhere to all program guidelines and contracts set forth by funding partners. Prepare reports as needed.
- Ensure proper file management/document collection.

Qualifications

- At least 2 - 4 years of successful experience in case management, experience in housing case management preferred.
- Clear communication skills and a strong sense of maturity, positivity, and professionalism.
- Able to satisfactorily pass a Criminal History Check to include sex offender registry, Louisiana State Police, and FBI.
- Valid driver license and reliable transportation.

Salary & Benefits

Salary is commensurate with experience. Company provides benefits package to include paid time off and health coverage.

To apply

Submit a tailored cover letter, resume, three professional references and salary history to clientmanager@sbpusa.org. We will follow up with qualified candidates - please no calls or emails.

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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.