



**Position: Volunteer Manager**  
**Organization: SBP – NOLA**  
**Reports to: Director of Operations - SBP NOLA**

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### **About SBP**

SBP is an award-winning, innovative nonprofit organization that shrinks the 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 240 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.

### **Position Summary**

The Volunteer Manager will oversee volunteer recruitment and placement to address damage following Hurricane Maria. The Volunteer Manager will provide daily oversight for volunteer recruitment and coordination- ensuring a continuous pipeline of volunteer support and positive volunteer experience- as well as implement an effective fundraising strategy to meet organizational needs.

### **Responsibilities**

#### ***Leadership and Management:***

- Implement overall vision and goals for Volunteer Department, commensurate with Director's vision.
- Ensure sufficient volunteer presence to support programming.
- Display strong commitment to SBP's mission, values, and ethos of community service and continual improvement.
- Manage 2-3 full time AmeriCorps members.
- Provide initial and ongoing training for AmeriCorps members as needed.
- Conduct evaluations/reviews, terminations, vacation and sick requests.
- Review and approve AmeriCorps members' timesheets.
- Foster relationships of trust, respect and accountability in collaborating with other team members and departments.
- Cultivate and maintain excellent relationships with external partners and stakeholders. Represent the organization as needed at meetings, events and on phone calls.
- Provide training and support to other SBP locations in this function area as needed.

#### ***Volunteer Recruitment and Engagement:***

- Implement effective volunteer recruitment strategy to meet organizational needs.
- Ensure all volunteer data is gathered, tracked and communicated throughout the organization using tools including Salesforce and Google Docs.
- Execute communication strategy, emphasizing enduring need, to increase engagement of past, current and future volunteers via effective pre-arrival communication; engaging orientation and introduction to

the organization upon arrival; a nuanced follow-up depending upon the volunteer's after the service experience interest.

- Solicit and communicate feedback from volunteers to others within the organization to continually improve on the volunteer experience.
- Ensure quality experience for every SBP volunteer, providing immediate support and follow-up communication as necessary if problems arise during the volunteer trip.
- Deepen recruitment and engagement of key volunteer groups including corporate groups, faith-based, locals, veterans and skilled volunteers both locally and nationally.

## **Qualifications**

- 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.
- Strong interpersonal and relationship building skills.
- Positive, solutions-oriented attitude and desire to achieve results for disaster impacted families.
- Strong passion for SBP's mission and work.

## **Performance Expectations**

The individual is expected to:

- Translate broad goals into achievable steps.
- Help set and manage appropriate expectations.
- Handle detailed, complex concepts and problems and make rapid decisions.
- Establish strong and appropriate relationships with Executive Director, staff, volunteers, and the general community.
- Develop smooth and constructive relationships with people from all segments of the community.
- Plan and meet deadlines.
- Maintain a flexible work schedule.
- Demonstrate initiative and work as a team player.
- Convey a professional and positive image and attitude regarding the organization and the not-for-profit sector.
- Demonstrate commitment to continued professional growth and development.
- Provide effective leadership for staff and take full accountability for achieving departmental and organizational goals.

Please click [here](#) to apply.

*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.*