



Job Description Volunteer Manager: SBP Texas

Job Title:	Volunteer Manager	Full-Time/ Part-Time:	Full-Time
Division/ Department:	Volunteer Department	Hourly/ Salary:	Salary
Salary/ Salary Range or Hourly Rate:	Commensurate with experience	Regular/ Temporary/ Per Diem:	Regular
Work Schedule:	Monday-Friday	Exempt/ Non-Exempt:	Exempt

Company Overview:

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 50 staff and 180 AmeriCorps members, SBP has rebuilt 1,200 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 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.

Job Summary:

The Volunteer Manager will oversee volunteer recruitment and placement to address damage following Hurricane Harvey. 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. As the program continues to operate, the Volunteer Manager will assist in generating the resources needed to transition the program to take on rebuilding projects in addition to gutting.

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, Texas 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.

Responsibilities:

Leadership and Management:

- A. Implement overall vision and goals for Volunteer Department, commensurate with Director's vision.
- B. Ensure sufficient volunteer presence to support Owner Occupied Rebuild program.



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- C. Display strong commitment to SBP's mission, values, and ethos of community service and continual improvement.
- D. Manage 3-5 full time AmeriCorps members supporting the OOR program. Provide training and support to other SBP locations in this function area as needed.
- E. Provide initial and ongoing training for AmeriCorps members as needed.
- F. Conduct evaluations/ reviews, terminations, vacation and sick requests.
- G. Review and approve AmeriCorps members' timesheets.
- H. Foster relationships of trust, respect and accountability in collaborating with other team members and departments.
- I. Cultivate and maintain excellent relationships with external partners and stakeholders. Represent the organization as needed at meetings, events and on phone calls.

Volunteer Recruitment and Engagement:

- A. Implement effective volunteer recruitment strategy to meet organizational needs.
- B. Ensure all volunteer data is gathered, tracked and communicated throughout the organization using tools including Salesforce and Google Docs.
- C. 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 interest after the service experience.
- D. Solicit and communicate feedback from volunteers to others within the organization to continually improve on the volunteer experience.
- E. Ensure quality experience for every SBP volunteer, providing immediate support and follow up communication as necessary if problems arise during the volunteer trip.
- F. Deepen recruitment and engagement of key volunteer groups including corporate groups, faith-based, locals, veterans and skilled volunteers.

Primary Relationships:

This position reports to the Texas Executive Director. This position works alongside 5 managers, including the AmeriCorps Program Manager, Client Services Manager, Project Manager, Data and Office Manager and Development Manager.

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.



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- Provide effective leadership for staff and take full accountability for achieving departmental and organizational goals.

To Apply:

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

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 may arise pursuant to Section 504.