



**Position:** DAP Community Engagement Manager  
**Location:** New Orleans, Louisiana  
**Reports to:** Director of Disaster Assistance Program

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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 80+ staff and 240 AmeriCorps members, SBP has rebuilt more than 1,800 homes and strengthened 60+ communities across 17 states and Puerto Rico.

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 who 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 Disaster Assistance Program (DAP) Community Engagement Manager (CEM) will be responsible for leading and directing a team of AmeriCorps Client Services Coordinators (CSCs) serving with SBP. These members support residents impacted by Presidentially Declared natural disasters as they navigate the FEMA appeals process.

The DAP Community Engagement Manager will lead a team of 4-8 CSCs in establishing and processing a pipeline of disaster affected survivors who would benefit from SBP's FEMA appeal services. Through outreach, effective team management, and problem solving, the DAP CEM will ensure a timely processing of all survivors seeking assistance. The DAP CEM will identify, brainstorm and test solutions for any hurdles that may impede process-flow. The DAP CEM will support a positive and productive environment, develop and deploy training, stay up to date on FEMA policies and DAP processes, maintain partnerships, respond to marketing and communications requests, conduct trainings for external and internal audiences, and complete other tasks as assigned. This person will thrive in a dynamic, fast paced working environment, bring a keen focus to achieving goals and benchmarks and create a positive and productive team culture.

### **Responsibilities:**

#### *Leadership and Team Management*

- Supervise, train, and guide a team of AmeriCorps members as they effectively and efficiently

build a pipeline of survivors, identify survivor eligibility, gather key documents, complete client intakes, and provide proper hand-off to associates within 7 business days of referral or survivor outreach

- Create a culture of accountability with clear goals, benchmarks and processes that celebrates success
- Ability to ensure a high volume of clients are processed through the existing system - including Salesforce and Google Workspace - accurately and efficiently in a fast paced environment
- Foster relationships of trust, respect and accountability in working with team members, survivors and external partners (FEMA, Case Management Groups, other NGOs)
- Build a positive team culture and support team members
- Provide accurate and timely guidance on technical support and feedback
- Ensure team members update Salesforce timely and accurately

#### *Technical Knowledge*

- Provide accurate and up to date technical support about the FEMA Individual Assistance Program to direct reports as they navigate issues helping their client's in the initial phases of the appeals process. Provide similar support to external partners when needed.
- Provide guidance on how to effectively support and manage team members working with survivors who display symptoms of trauma and/or mental health issues
- Experience with and the ability to utilize Salesforce to generate and evaluate reports for internal and external purposes and assess team members' utilization of the system

#### *Other Responsibilities*

- Manage a caseload of survivors, alongside CSCs, to ensure all potential clients in queue have been successfully handed over to Associates within 7 business days of referral or survivor outreach
- Ensure all survivor outreach and referral requests that are received via voicemail and email are input into Salesforce
- Assist clients through the successful completion of the FEMA appeals process, both remotely and in-person, as assigned
- Travel to impacted regions to host trainings, meet with survivors and local partners as needed
- Regularly respond to needs from SBP's Communication and Marketing teams, providing impact stories and photos.

#### **Qualifications:**

- Flexible mindset and adept at critical thinking and problem solving
- Experience with Salesforce and easily and quickly adapts to software technology
- Track record of achieving high production goals while maintaining quality and accuracy
- Comfortable with ambiguity and uncertainty; the ability to adapt nimbly and lead others through complex situations
- High degree of integrity and ability to act in a transparent and consistent manner
- Excellent relationship management skills, organizational skills and ability to communicate verbally and in writing with a wide array of audience.
- Strong attention to detail and ability to manage multiple projects in a fast paced work

environment

- Minimum 2-5 years of experience building and leading teams
- Bachelor's degree in any related field
- Minimum 1 year of experience in case management or client services
- Ability to travel up to 10% of the time
- Must be self-directed and work to achieve objectives with limited oversight
- Able to satisfactorily pass a background check in compliance with SBP's AmeriCorps grant
- Valid driver license and reliable transportation

***Performance Expectations:***

- Able to juggle multiple, competing priorities
- Exceptionally self-motivated and curious
- High level of personal accountability
- Align work performance with SBP's core values
- Detail-oriented with strong troubleshooting, analytical and problem-solving abilities
- Working knowledge of all facets of a CDBG-DR housing program
- Superior work ethic and high energy level
- Desire and ability to work, grow and learn in a startup environment.
- Plan and meet deadlines
- Maintain a flexible work schedule to meet the demands of executive management
- 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

Salary Range: \$55,000-\$65,000 (based on experience)

*SBP is building a diverse and experienced staff. The organization encourages multiple perspectives and experiences, supports a multicultural environment, and strives to hire and retain a diverse workforce that reflects the populations we work with and the communities where we work. Our hiring and business practices appreciate the strengths offered through different backgrounds.*

*SBP is an equal opportunity, affirmative action employer and is committed to providing access, equal opportunity and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. 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.*