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 Director of Case Management will provide leadership and management for a team of Case Managers supporting SBP’s Recovery Acceleration Fund program. Executing outreach campaigns, and overseeing the qualifying and approving of homeowners for SBP services, the Director of Case Management will ensure a consistent flow of home-repair projects move out of Case Management and into active-construction on a monthly basis.

Responsibilities:

- Ensures the overall success of the Case Management department, hitting key targets for outreach, case reviews and case approvals on a weekly and monthly basis
- Lead, develop and retain a team of four high-performing Disaster Case Managers
- Provide final review and recommendation on homeowner applications for SBP services
- Conducts application approval for all cases presented by the Disaster Case Managers
- Support tracking of CDBG-DR reimbursements to SBP clients
- Maintain consistent digital files, using SBP’s Salesforce system, to ensure all critical data and information is properly maintained
- Represent SBP as needed in a way that inspires partners to deepen engagement with SBP and promotes a robust pipeline of eligible clients
- Manage a caseload of clients as needed
- Manage incoming phone calls, emails and other inquiries into RAF services
- Work collaboratively with other RAF staff to drive joint program success
• Ensures team is appropriately managing all standard and/or case specific documentation necessary to submit for successful reimbursement from the state CDBG-DR program
• Presents monthly to company directors and assist with routine audits by members of SBP’s finance and government services team
• Ensure accurate data and document management through SBP’s Salesforce database
• Troubleshoot challenges with Case Management team to ensure department and program success

Qualifications:

• Four-year university degree or equivalent combination of education and experience
• Five years’ experience in Disaster Case Management or client services and management roles
• Excellent written, oral communication and interpersonal skills; ability to listen and assess the interests of various audiences and communicate ideas in person or in writing in a clear and articulate manner to compel individuals to action
• Proven track record of delivering on goals and meeting metrics
• Working knowledge of all facets of a CDBG-DR housing program
• Able to satisfactorily pass a Criminal History Check to include sex offender registry, State Police, and FBI
• Valid Driver’s license and reliable transportation (will be required to travel between across Florida)
• Must be fully vaccinated against COVID-19 to CDC guidelines and able to provide vaccination documentation

Performance Expectations:

• Able to juggle multiple, competing priorities in a fast-paced environment
• Exceptionally self-motivated and curious
• High level of personal accountability
• Align work performance with SBP’s core values
• Top-notch written communication and interpersonal skills
• Detail-oriented with strong troubleshooting, analytical and problem-solving abilities
• 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
• Ability to understand and engage diverse audiences and new target markets

Salary Range: $75,000K - $85,000K (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.