



Position: Director of Volunteer Programs

Organization: SBP – New Orleans

Reports to: Chief Operating Officer

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 growing team of 85+ staff and 240 AmeriCorps members, SBP has rebuilt more than 2,000 homes across 10 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

Volunteers are the heartbeat of SBP's daily operations. Each year, more than 17,000 volunteers serve with SBP rebuilding homes in disaster-impacted communities. SBP offers a safe and meaningful experience that gives volunteers an opportunity to directly support families and communities in the wake of a disaster by rebuilding homes. From gutting and mold remediation to hanging drywall and painting, SBP's volunteers complete many phases of the reconstruction process. The Director of Volunteer Programs will be responsible for developing and implementing a national strategy to improve the volunteer program, increase the number of volunteers and engage more volunteers in fundraising. The result will be that more families will have a predictable path home after a disaster.

Responsibilities:

- Develop and implement a strategy and goals to increase the number of volunteers serving at SBP's ten operating sites.
- Design, implement and evaluate innovative volunteer experiences for year-round engagement, special projects, seasonal events and initiatives.
- Own fundraising strategy and goals associated with SBP volunteers, including: volunteer-to-donor conversion, fundraising campaigns for specific operating sites and national fundraising support.
- Improve and standardize communication with volunteers.

- Improve and standardize data collection relevant to volunteers and volunteer experience.
- Design a mechanism for turning SBP volunteers into brand and experience ambassadors, which will lead to greater volunteer retention, recruitment and donations.
- Contribute to the ongoing development of marketing messages and materials to establish SBP brand and volunteer experience across the country.
- Solicit and analyze volunteer feedback in order to improve the volunteer experience.
- Plan and execute events related to volunteer programs.

Qualifications:

- Bachelor's degree in hospitality, fundraising, sales, social impact design, development, marketing, or related field required.
- At least five to seven years of work-experience and a proven track record in building effective relationships.
- Comfortable and proficient speaking to a crowd of 50-300+ attendees.
- Technology skills including expertise with Microsoft Office, Salesforce, Customer Relation Management software and database management; willingness to learn new applications and identify innovative ways for technology to support organizational objectives.
- Familiarity with asset-based and/or social impact design approaches to community development, volunteerism, corporate philanthropy and tutoring/mentoring.
- Project management skills: ability to multitask, problem-solve, prioritize, delegate, and create systems and processes.
- Candidates must have excellent interpersonal skills including but not limited to verbal and written communication, organizational, negotiation, and leadership skills as well as have great attention to detail.
- Solid relationship management skills enhancing internal organizational relations and external community interactions.

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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.