



**Position:** Director of Volunteer Programs  
**Organization:** SBP – National  
**Reports to:** Chief Recovery Officer / Chief Development Officer

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### ***About SBP***

SBP, a leading social impact organization focused on disaster resilience and recovery, **solves the challenges facing at-risk communities** and scales impact with a proven model that brings the rigor of business and innovation to reduce risk, create resilient communities and streamline recovery. By taking this holistic approach, SBP shrinks the time between disaster and recovery in three connected ways—prepare, shape and build:

1. SBP **prepares** individuals, communities and organizations to mitigate risk and speed recovery.
2. SBP **shapes** federal policy and system change and state and local disaster recovery programs to be more efficient and effective.
3. SBP **builds** resilient communities efficiently and effectively and shares our proven model and approach with others.

### ***Position Summary***

Volunteers are essential to SBP's rebuild program allowing disaster impacted citizens to return to their homes in a prompt, predictable, and efficient manner. The Director of Volunteer Programs will drive impact across SBP by strengthening the culture of volunteerism, supporting Volunteer Managers at each operating site to ensure volunteers consistently have a best-in-class, fulfilling experience and ensuring each site achieves its volunteer recruitment goals. Responsibilities include the creation and implementation of the volunteer strategy including marketing, recruitment and management of targeted groups, training, and fundraising. The Director of Volunteer Programs is responsible for tracking and reporting volunteer data, identifying trends, and continuously enhancing the volunteer experience.

### ***Responsibilities:***

- Develop and implement a strategy to achieve network-wide recruitment goals and to further enhance and standardize the volunteer experience across all operating sites
- Lead and train Volunteer Managers to ensure volunteers have a consistent, best-in-class experience
- Create and implement a robust volunteer donation strategy and train Volunteer Managers and Coordinators on fundraising best practices
- Partner with the Communications Department to improve volunteer marketing and recruitment materials
- Track and report volunteer data while responding to trends in volunteerism

### ***Performance Expectations:***

- Balance multiple competing priorities in a fast-paced, dynamic environment
- Align work performance with SBP's core values
- Model curiosity, positivity and effective problem solving
- Have an ability to communicate effectively with a diverse group of stakeholders

**Qualifications:**

- BS/BA degree
- 5-7 years' experience in related field including management experience
- Must have a proven track record of transforming strategy into an actionable plan that delivers measurable business results
- Strong personal presence, self-confidence, and sense of urgency
- Demonstrated ability to lead and communicate with people all at levels of the organization.
- Pass a Criminal History Check to include sex offender registry, State Police, and FBI

*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.*