



Position: Disaster Case Manager – City of Columbia
Organization: SBP
Reports to: Director of Disaster Case Managers

[TO APPLY, PLEASE CLICK HERE.](#)

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 13 states and in the Bahamas, 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

SBP seeks Disaster Case Managers for use in multiple aspects of the Subrecipient Agreement (SRA) with the City of Columbia, South Carolina. The Disaster Case Manager will direct all actions and manage the accomplishment of the following objectives:

- All client and construction related activities associated with the City of Columbia's housing recovery program as specified in the SRA.
- The completion of housing rehabilitation for eligible clients in accordance with available funding and the City of Columbia's CDBG-DR 2015 Disaster Action Plan
- Provide exceptional disaster case management services to citizens recovering from a natural disaster until the completion of the project

We are looking for exceptionally talented individuals who can bring his/her best practices for disaster case management to the SBP team. SBP seeks individuals who are resourceful, self-driven, resilient, and ready to take ownership of aggressive goals.

Responsibilities:

- Implement all components of the organization's SRA with the City of Columbia
- Execute exceptional customer service skills
- Continually coordinate with construction leaders and continually communicate with applicants
- Execute all aspects of the Disaster Case Management process
- Assist as required in the Repair/rebuild of homes and advocate for the client
- Coordinate and manage warranty response
- Prepare DCM and construction related files for close out

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

Qualifications

- Four-year university degree or equivalent combination of education and experience
- 3 years' experience in Disaster Case Management or client services roles
- Excellent written, oral communications 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
- Able to satisfactorily 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.