



**Position:** Disaster Assistance Associate  
**Location:** Remote Position  
**Reports to:** Senior Manager of Disaster Assistance Programs

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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**

The Disaster Assistance Associate will be responsible for helping residents impacted by Presidentially Declared disaster areas eligible for FEMA Individual Assistance apply to FEMA for funding assistance and to support applicants through the appeals process when necessary. In addition, the Associate will assist marketing and communications requests, conduct trainings, and complete other tasks as assigned.

### **Responsibilities**

#### **FEMA Support**

- Shepherding survivors through the successful completion of the FEMA applications and appeals process, both remotely and in- person, as assigned
- Support training of community members, partners and AmeriCorps members on the FEMA application and appeals processes as needed
- Track clients and the impact of SBP's services on their overall award using google docs and Salesforce

#### **Communication and Media Participation**

- Coordinate homeowner stories to support media requests as assigned by SBP's Communications department
- Capture compelling homeowner stories at time of disaster assessment and deployment to support SBP's internal and external sit reps
- Design and execute photo and media content in coordination with SBP's Communications department

#### **Interacting with People and Building Relationships**

- Foster relationships of trust, respect and accountability in working with clients and collaborating with other team members, NGOs, partners, and volunteers
- Provide guidance and technical support to troubleshoot issues that arise

## **Other Skills/Experience**

- Extreme attention to detail and organization.
- Ability to meet deadlines.
- Clear communication skills
- Track record of working productively with limited supervision and/or in remote locations
- Willingness to embody the values, mission and vision of SBP in your communication and interaction with others
- Commitment to continual improvement
- Experience with, or knowledge of, FEMA application and appeals processes preferred

*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.*

**Other Responsibilities and Requirements**

- Embody the values, mission and vision of SBP in your communication and interaction.
- Effectively and positively manage multiple projects and people
- Work productively with limited supervision
- Commitment to continual improvement (of oneself, supervisees and the construction process)
- Experience and/or willingness to work effectively with/supervise volunteers, team members, NGOs with diverse skills sets and backgrounds
- Ability to deploy on short notice, and deploy to areas affected by disaster, on short notice and for extended periods of time
- Clean driving record and ability to drive for SBP needs
- Clear communication skills
- Willingness to learn and use technology tools to track clients and overall impact
- Vaccinated against COVID-19 to CDC guidance and able to provide proof of vaccination.

*SBP is an equal opportunity employer and adheres to all applicable city, state and federal laws regarding equal employment opportunity and hiring practices.*

*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.*

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