



Position: Disaster Assistance Manager
Location: Maui, HI
Reports to: Senior Manager of Disaster Assistance Program

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About SBP

SBP, a 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.

SBP does this 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 Manager 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 Manager 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, Associates 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 Salesforce
- Manage a team of high performing, locally hired, Associates and AmeriCorps members who are assisting disaster survivors in completing successful applications and/or appeals to FEMA's Individual Assistance program

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

Qualifications

- At least 1 year of experience with the FEMA Individual Assistance Program – either at FEMA or with an agency that assists survivors with their application or appeals
- At least 3-5 years of experience building and leading teams
- Bachelor's degree in any related field
- Excellent relationship management skills enhancing internal organizational relations and external community interactions
- Superior organizational skills and detail oriented
- Exceptional written, verbal, and interpersonal communication skills
- Comfortable with ambiguity and uncertainty; the ability to adapt nimbly and lead others through complex situations
- An individual with a high degree of integrity and forethought in their approach, the ability to act in a transparent and consistent manner
- Must be self-directed and work to achieve objectives with minimal oversight
- Vaccinated against COVID-19 to CDC guidance and able to provide proof of vaccination
- Strong attention to detail and ability to manage multiple projects at once
- Able to satisfactorily pass a Criminal History Check to include sex offender registry, State Police, and FBI
- Valid driver license and reliable transportation

Salary band: \$75,000 - \$92,000 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.