



Position: Manager of Disaster Assistance Programs
Location: Mayfield, Kentucky
Reports to: Chief Operating Officer

[Click to Apply](#)

About SBP

SBP, a social impact organization focused on disaster resilience and recovery, **solves the challenges facing** SBP is a national disaster recovery and resilience organization that ensures under-resourced disaster survivors and communities of color access a predictable and equitable recovery. We accomplish this goal by:

Preparing individuals, communities, and organizations ahead of disasters to mitigate vulnerabilities

Shaping the disaster sector's systems, policies, and programs

Building resilient communities

By taking this holistic approach, SBP shrinks the time between disaster and recovery, securing a brighter future for those impacted by disasters.

Position Summary

The Manager of Disaster Assistance Programs will supervise a team of associates providing direct assistance to survivors while also managing a case load. This team leader will conduct regular check ins and case rounds to ensure team members are tracking towards goals, able to successfully navigate complex cases and are building their knowledge of the programs. The Manager will assist with training requests, partnership development and other efforts as needed.

Responsibilities

Supervision

- Supervise a team working remotely or on the ground in impacted communities assisting survivors with their applications or appeals and foster relationships of trust, respect, and accountability.
- Ensure associates are properly guiding homeowners through the application and appeals processes ensuring maximum results.
- Ensure all program data is being accurately entered into Salesforce and serve as the point of contact for all data requests.

Training and Partnerships

- Support or lead internal and external training requests.
- Build collaborative working relationships and partnerships with other team members, NGOs, partners, government agencies, community partners and volunteers.
- Provide guidance and technical expertise on issues that arise.

Communication and Media Participation

- Capture compelling homeowner stories at time of disaster assessment and deployment to support SBP's internal and external communications and marketing efforts.
- Design and execute photo and media content in coordination with SBP's Communications department.

Requirements

- Bachelor's degree preferred in business or related field, or equivalent combination of education and experience
- Ability to train NGOs, partners, and volunteers in the following phases of construction: muck & gut (demo) and mold remediation
- 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
- Previous experience in project management
- Knowledge of training design and implementation
- Proficient in Microsoft Office Suite
- Outstanding verbal, written, interpersonal, influencing, and presentation skills; ability to create communication plans and correspondence that set clear expectations and strategic direction
- Clean driving record and ability to drive for SBP needs
- Able to satisfactorily pass a Criminal History Check to include sex offender registry, State Police, and FBI
- Must be fully vaccinated against COVID-19 to CDC guidelines and able to provide vaccination documentation

Performance Expectations

- Demonstrates superior problem-solving skills including sound analytical reasoning.
- Ability to successfully prioritize when faced with requests, demands and deadlines.
- Creative and innovating thinking that leverages internal and external best practices to apply or advance at SBP.
- Ability to work both independently without close oversight, but also a team player who will productively engage with others at varying levels of seniority within and outside SBP
- High energy and passion for SBP's mission is essential
- Able to juggle multiple, competing priorities in a fast-paced environment
- 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
- Maintain a flexible work schedule to meet the demands of executive management
- 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

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.