



**Position:** Manager of Disaster Survivor Assistance (FEMA Appeals)  
**Location:** National  
**Reports to:** Director of Share and Prepare 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 Manager of Disaster Survivor Assistance will lead SBP's initiative in assisting homeowners navigate the complex landscape of applying to and/or appealing FEMA claims. This role will empower low to moderate income homeowners with the knowledge and expertise to rebuild their home and prevent them from reaching their breaking point. The Manager Disaster Survivor Assistance will build training protocols and a playbook to share this valuable information with partners, NGOs, and community-based organizations to expand impact.

### Responsibilities

- Develop and implement a strategy to assist low to moderate income households to effectively apply or appeal to FEMA.
- Build a training protocol that will enable remote volunteers, community-based organizations, NGOs and other learn the methodology and effectively help clients apply or appeal.
- Track data on all clients' applicants and the impact of the intervention
- Partner with local NGOs to assist clients through the FEMA appeals process to include drafting FEMA appeals, providing education and best practices, and support through navigating complex appeals processes
- Provide assistance to SBP's partner, AppalReD, in accelerating their FEMA appeals hotline rollout by sharing information and best practices if claim navigation
- Build an SBP National FEMA appeals playbook to streamline and simplify the FEMA appeals process.

## **Performance Expectations**

- Accountable for achieving departmental and organizational goals
- Handle detailed, complex concepts and problems and make rapid decisions regarding management and development issues.
- Plan and implement programs, meet deadlines and timelines and achieve key milestones
- Establish strong and appropriate relationships with staff, governing board, volunteers, donors, partners, and the general community
- Demonstrate initiative and work as a team player and align work with SBP's core values
- Adhere to the highest ethical standards in governance and fund development

## **Requirements/Qualifications:**

- Minimum 5 years of program design and implementation experience
- Minimum 5 years of management experience
- Experience in customer service both in direct communication and customer experience
- Experience in handling FEMA claims and appeals preferred
- Proficiency in Salesforce, Google Suite, GIS Mapping 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.*