



Position: Program Manager – Richland County Home Repair and Rehabilitation Program
Location: Richland County, SC
Reports to: Recovery Programs and Project Manager

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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 Program Manager – Richland County role oversees all aspects of SBP’s Richland County Home Repair and Rehabilitation Program that provides qualified homeowners with critical home repair or rehabilitation services. This program provides repair/rehabilitation services for low to moderate income homeowners who lack the resources to fix their damaged properties. The Program Manager ensures that the goals for the program are met while adhering to all funding and program requirements. The Manager also ensures a steady queue of projects and works closely with subcontractors to ensure projects are completed on time and in accordance with agreed upon scopes of work. The Program Manager will also support all reporting requirements obligated to SBP through its funder, Richland County.

Responsibilities

Leadership and Management:

- Implement vision and operational plan for the program, achieve goals for SBP’s Richland Country program.
- Display strong commitment to SBP’s mission, values, and ethos of community service, care for our clients and continual improvement.
- Foster relationships of trust, respect and accountability in collaborating with other team members and departments.
- Facilitate conflict resolution with partners and clients as needed.
- Comfortable participating in media interviews including on-camera, radio, and newspapers.
- Cultivate and maintain excellent relationships with external partners and stakeholders. Represent the organization as needed at meetings, events and on phone calls.

Client Services/ Case Management

- Execute a client outreach plan, leveraging local media and partners, to ensure qualifying homeowners have the opportunity to apply for services
- Oversee client selection and prioritization, based on vulnerabilities
- Coordinate duplication of benefit assessments, through partnership with NGO's and other service providers
- Manage homeowner expectations, offering a high level of predictability and consistent follow through
- Support the development of scope of work through the use of subcontractors
- Coordinate volunteer engagement days, when assigned and appropriate
- Manage the successful day-to-day operations within the program. Provide guidance on the resolution of difficult cases/ scenarios.
- Review all client case files. Ensure that all approved clients meet the criteria to receive rebuilding services. Offer referrals and other supports that clients may need.
- Maintain a client caseload of 10-20 active cases.
- Manage and improve the client experience: ensure that all communication with clients is clear, honest, and accurate; conduct pre/post client surveys; and develop quarterly reports on client satisfaction.

Grants Management and Compliance

- Adhere to all program guidelines and contracts set forth by funding partners. Prepare reports as needed.
- Ensure proper file management/ document collection.
- Ensure accuracy of Salesforce entries and documentation for operational purposes.
- Work with the development team to source and apply for available grants.

Primary Relationships:

This position reports to the Recovery Programs and Project Manager, with support from the Chief Recovery Officer. This position will work closely with contacts at Richland County.

Qualifications

- Strong passion for SBP's mission and work
- Strong interpersonal and relationship building skills
- Positive, solutions-oriented attitude and desire to achieve results for disaster impacted families
- Excellent written and verbal communication skills
- Bachelor's degree required
- Display a strong sense of maturity, positivity, and professionalism.
- Able to satisfactorily pass a Criminal History Check to include sex offender registry, Texas State Police, and FBI
- Valid driver license and reliable transportation
- Spanish fluency a plus

Performance Expectations:

The individual is expected to:

- Translate broad goals into achievable steps.

- Help set and manage appropriate expectations.
- Handle detailed, complex concepts and problems and make rapid decisions regarding management and development issues.
- Ensure thorough and equitable case work for all SBP clients.
- Implement conflict resolution with clients and team when necessary.
- Plan and implement programs.
- Establish strong and appropriate relationships with Executive Director, staff, AmeriCorps members, volunteers, donors and the general community.
- Develop smooth and constructive relationships with people from all segments of the community.
- Plan and meet deadlines.
- Maintain a flexible work schedule to meet the demands of executive management.
- Demonstrate initiative and work as a team player.
- Adhere to the highest ethical standards in management, governance, and fund development.
- 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.
- Provide effective leadership for staff and take full accountability for achieving departmental and organizational goals.

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.