



## **SBP AmeriCorps Client Services Coordinator**

### **Service Position Summary:**

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.

A Client Service Coordinator is part of SBP's Build Intervention and supports SBP's clients from application through the construction process to move-in. The CSC helps to identify and remove barriers to clients' recovery. Client Services Coordinators will support both SBP's Owner Occupied Rebuilding program and our Opportunity Housing program.

**COVID-19 Safety Statement:** *SBP requires COVID-19 vaccinations for all team members. SBP team members closely interact with vulnerable populations. As such, we have an obligation to ensure that no team member poses a direct threat to the health or safety of our clients, themselves, or others in the workplace. All vaccinated team members will be required to submit photocopies of the front and back of their vaccination cards prior to onboarding with SBP.*

### **Essential Functions of Position:**

- Identify and support prospective clients, working with them to complete an application for assistance either in person, via phone, or video platforms such as FaceTime or Zoom.
- As assigned, assist clients with their eligibility for FEMA application or appeal assistance either in person, via phone, or video platforms such as FaceTime or Zoom.
- Prepare and present prospective client cases to site leadership for funding and construction.
- Assist clients in navigating and applying for external funding to support specific recovery needs.
- Manage a caseload of 30-40 clients, acting as a reliable point of contact through their initial application for assistance through the rebuilding process.
- Refer clients who are in need of housing, food, or other supports to appropriate service providers.
- Meet weekly with the Client Services Manager to discuss goals, client cases, professional development, and any other issues and be open to feedback and coaching.
- Input client data and upload documents into Salesforce and update case notes daily.
- Adhere to SBP's Construction Manual and Safety Protocol and participate in regular safety training.
- Participate in September 11<sup>th</sup> Day of Remembrance and Martin Luther King Jr. Day of Service events,

which may take place on a weekend or during holidays and include activities outside of the scope of typical day-to-day functions.

- Per 45 CFR §2540.100, member activities are not supplementing, duplicating, or displacing staff or volunteers.

### **Knowledge, Skills, and Qualifications Required:**

- Must be fully vaccinated against COVID-19 in accordance with CDC guidelines and recommendations and able to provide documentation of vaccination status prior to engaging in SBP's AmeriCorps Program.
- Be at least 17 years of age or older.
- Have a high school diploma or its equivalent
- Be a citizen, national, or lawful permanent resident alien of the United States
- Satisfy the National Service Criminal History Check eligibility criteria pursuant to 45 CFR 2540.202.
- Strong interpersonal skills, including active listening.
- Ability to maintain a calm, professional demeanor in challenging situations, including client crises.
- Ability to clearly communicate needs and expectations to people of various backgrounds.
- Demonstrated problem-solving skills.
- Fluency in Spanish is required for positions serving at the Puerto Rico Operating Site

**Core Competencies and Academic and Professional Experience Needed:** The AmeriCorps member should demonstrate the following competencies to perform the essential functions of this position:

- **Flexibility/Resilience** – Able to adjust to and thrive in a dynamic environment; handles setbacks and failures with professionalism and candor; effectively and appropriately responds in the face of adversity or conflict.
- **Ability to Work Independently** – Is a self-starter and accomplishes tasks independently and without constant, direct supervision.
- **Ability to Manage Multiple Tasks** – Prioritizes multiple projects and assignments; raises barriers and problems and works cooperatively with a supervisor to resolve these.
- **Results-Oriented Thinking and Behavior** – Focuses on making an impact. Possesses the desire to achieve excellence and does not settle for mediocrity.
- **Awareness and Sensitivity to the External Environment** – Has situational awareness and is aware of the organizations that they represent, including AmeriCorps, the agency and brand, SBP, and the effect of their words and actions on that position; demonstrates savvy in dealing with agencies, volunteers and donors; is promoting and affirming in conversations about and on behalf of those organizations.
- **Physical Activities:**
  - Manual Dexterity: Picking, pinching, typing, or otherwise serving, primarily with fingers rather than with the whole hand or arm as in handling.
  - Communicating: Expressing or exchanging ideas. Activities must convey detailed or important spoken instructions to others accurately, loudly, or quickly.
  - Listening: Ability to receive detailed information through appropriate communication.
- **Visual Acuity:** Member is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or expansive reading.
- **Service Conditions:** Member is subject to both inside and outside environmental conditions.

**Commitment Required:** Full-Time members will serve 1700 hours over the course of 10 months. Members are required to serve 42 hours a week. A typical service week is Monday – Friday, however, volunteer events often occur on Saturday and will require attendance. Member will have ample opportunity to complete 1700 hours of service.

**Member Evaluation:** Members will receive mid-year and end-of-year evaluations, as well as complete necessary weekly and/or monthly data reports and bi-weekly timesheets in OnCorps.

### **Training:**

- Members will receive service and site-specific training to prepare them for their service. Members will also be required to attend orientation.
- Member training hours meet the requirements of 45 CFR §2520.50.

**AmeriCorps Program Benefits:**

This position is eligible for a living allowance, post-service education award, health benefits, loan forbearance for most federally-guaranteed student loans, and childcare assistance. The stipend for this position is \$2,100.00 per month and may not exceed \$21,000.00 for the entire term of service. Please visit <https://americorps.gov/members-volunteers/segal-americorps-education-award> for more information on the education award. AmeriCorps members in this position have the opportunity to make a difference in communities, connect to a national AmeriCorps network and alumni group, and serve with a dynamic team of members.