



Position: Florida RAF Disaster Case Manager
Location: Lakeland, Florida (Not Remote Role)
Reports to: Florida RAF Director of Case Management

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SBP is an award-winning, innovative nonprofit organization that shrinks the time between disaster and recovery. A leader in volunteer-driven, post-disaster rebuilding; SBP educates, advocates and improves the disaster recovery sector so that we can collectively achieve more for communities. With a team of 80+ staff and 240 AmeriCorps members, SBP has rebuilt more than 1,800 homes and strengthened 60+ communities across 17 states and Puerto Rico

SBP's vision is to embrace constant improvement, community-wide collaboration, and clear benchmarks to reduce human suffering caused by the tolls of delay in recovery. By pairing resilience training with recovery operations, we strive to reduce the need for our rebuilding services over time by increasing preparedness among vulnerable communities.

SBP encourages individuals who are hungry for change and eager to innovate to join our team so that we can change the future of disaster recovery together.

Position Summary

This position will serve as SBP's primary client/survivor-facing point of contact for the Florida Recovery Acceleration Fund (RAF). The Disaster Case Manager is responsible for ensuring a successful client experience from application to closeout. This team member will work closely with the Director of Case Management, RAF Program Administrator, Director of Operations, construction team, contractors, and clients to ensure that all program communication is timely and accurate.

Responsibilities:

- Ensures a seamless client experience from application to close out
- Identifies survivors who may be eligible for RAF and recruits/encourages them to apply whether through direct action, partnerships, or contracts
- Conducts application review process from screener to approval including duplication of benefits review and documentation
- Support the client loan application process from preparation through origination
- Work in partnership with the client to submit their reimbursement application to the State CDBG-DR program and monitor progress to ensure timely response
- Manage a caseload of 20-30 clients at any given time
- Manage incoming phone calls, emails and other inquiries into RAF services
- Works closely with the RAF construction team to understand the unique challenges of each individual job site in order to clearly communicate those limitations to the client

- Manage the collection of all standard and/or case specific documentation necessary to submit for successful reimbursement from the State CDBG-DR program
- Maintain accurate data and document management through SBP's Salesforce database
- Act as a reliable point of contact for the client throughout the rebuilding process; ensuring the client understands where they are located in the program pipeline at all times.

Qualifications:

- Four-year university degree or equivalent combination of education and experience
- 3 years experience in Disaster Case Management or client services roles
- Excellent written, oral communication and interpersonal skills; ability to listen and assess the interests of various audiences and communicate ideas in person or in writing in a clear and articulate manner to compel individuals to action
- Proven track record of delivering on goals and meeting metrics
- Moderate experience with Microsoft Office and/or Google Suite
- Able to satisfactorily pass a Criminal History Check to include sex offender registry, State Police, and FBI
- Valid Driver's license and reliable transportation (will be required to travel across Florida)
- Must be fully vaccinated against COVID-19 to CDC guidelines and able to provide vaccination documentation

Performance Expectations:

- 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
- Top-notch written communication and interpersonal skills
- Detail-oriented with strong troubleshooting, analytical and problem-solving abilities
- Superior work ethic and high energy level
- Desire and ability to work, grow and learn in a startup environment
- Plan and meet deadlines
- Maintain a flexible work schedule to meet the demands of executive management
- Demonstrate initiative and work as a team player
- 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
- Ability to understand and engage diverse audiences and new target markets

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.