



Position: Senior Manager of Disaster Assistance Programs
Location: Remote with required travel
Reports to: Director of Disaster Assistance Programs

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Position Summary

The Senior Manager of Disaster Assistance Programs will supervise a team of Associates helping disaster survivors apply to and/or file appeals to FEMA's Individual Assistance Program. This team leader will conduct regular check ins and case rounds to ensure team members are tracking towards goals and able to successfully navigate complex cases while continuing to build their knowledge of the program. The Senior Manager will ensure accurate data collection, manage a case load, and assist with training requests, partnership development and other efforts as needed.

Responsibilities

Supervision

- Build and manage a team of high performing Associates who are assisting disaster survivors complete successful applications and/or appeals to FEMA's Individual Assistance program.
- Ensure Associates are adhering to the Individual Assistance Programs guidelines, providing excellent customer service, and meeting weekly targets.
- Oversee program data and ensure it is being accurately entered into Salesforce.

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 and support SBP's internal and external communications and marketing efforts.
- Support media requests in coordination with SBP's Communications department.

Requirements

- At least 3 years of experience in with the FEMA Individual Assistance Program – either at FEMA or with an agency that assists survivors with their applications or appeals.
- At least 5-7 years of experience building and leading teams.
- Ability to deploy on short notice to areas affected by disaster for extended periods of time. Travel is expected up to 25-30% of the time.
- Bachelor's Degree in any related field is required.
- Clean driving record.

Other Skills/Experience

- Demonstrated ability to manage multiple projects and people effectively and positively.
- Track record of working productively with limited supervision and/or in remote locations.

- Willingness to embody the values, mission and vision of SBP in your communication and interactions with others.
- Commitment to continual improvement (of oneself, supervisees and the program).
- Experience and/or willingness to work effectively with/supervise volunteers, team members, NGOs with diverse skills sets and backgrounds.
- Clear communication skills.

About SBP

SBP, a leading 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 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.

SBP is an equal opportunity employer and adheres to all applicable city, state and federal laws regarding equal employment opportunity and hiring practices.

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.