



Position: Disaster Program and Senior Training Specialist
Location: Remote
Reports to: Director of Share & Prepare Programs

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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.

Position Summary

The Disaster Program and Training Specialist will be responsible for expanding and catalyzing SBP's disaster resilience training to ensure pre and post storm resilience, with a heavy focus on FEMA training and flood insurance training. This position will also lead SBP's initiative in assisting homeowners navigate the complex landscape of applying to and/or appealing FEMA claims. In addition, the Disaster Program and Training Specialist will build training protocols and a playbook to share valuable Prepare content and information with partners, stakeholders, NGOs, and community-based organizations to expand impact.

Responsibilities

- Develop and implement a strategy to
 - Streamline and simplify the FEMA appeals process and
 - Assist low to moderate income households to effectively apply or appeal to FEMA.
 - Build an SBP National FEMA Appeals Playbook
- Build a training protocol that will enable remote volunteers, community-based organizations, NGOs and others to effectively help clients through the FEMA process.
- Collaborate with partners (AppalReD) and NGOs to assist clients through the FEMA appeals process which includes drafting FEMA appeals and providing education, best practices and support throughout the process.
- Conduct in-person and remote disaster resiliency training, flood insurance training and preparedness training to homeowners, small businesses, NGOs and SBP stakeholders.
- Create, implement, and manage an effective tool to track all key training metrics including measuring the outcomes of SBP's resiliency training and assessing attendee's change in knowledge/behavior post training.
- Establish and implement best practices to share post disaster training materials in impacted communities.

- Build out the portfolio of partners to offer recurring preparedness trainings and e-learning content into their learning platforms.

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, NGOs and the general community
- Demonstrate initiative, work as a team player and align work with SBP's core values

Requirements/Qualifications

- Knowledge of the Stafford Act and DRRRA (Disaster Recovery Reform Act)
- Subject Matter Expert in FEMA including FEMA claims, FEMA appeals, FEMA Community Lifelines and the Four Stages of Emergency Management
- Knowledge of Flood Insurance and Flood Insurance Requirements
- Experience in customer service both in direct communication and customer experience
- Ability to travel to conduct in-person trainings
- Proficiency in Salesforce, Microsoft Office and Google Suite
- Must have excellent writing, interpersonal, time management and organizational skills
- Bachelor's Degree and Certification in Emergency Management Preferred
- Pass a Criminal History Check to include sex offender registry, State Police, and FBI
- Must be COVID-19 vaccinated and provide proof of vaccination.

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.