



Position: Volunteer Manager
Organization: SBP – Houston
Reports to: Executive Director – SBP Houston

About SBP

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 1,900 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 that 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

The Volunteer Manager will oversee volunteer recruitment and placement to address damage following Hurricane Harvey. The Volunteer Manager will provide daily oversight for volunteer recruitment and coordination- ensuring a continuous pipeline of volunteer support and positive volunteer experience- as well as implement an effective fundraising and communications strategy to meet organizational needs.

Responsibilities:

Leadership and Management:

- Implement overall vision and goals for Volunteer Department, commensurate with Director's vision.
- Ensure sufficient volunteer presence to support Owner Occupied Rebuild program.
- Display strong commitment to SBP's mission, values, and ethos of community service and continual improvement.
- Manage 3-5 full time AmeriCorps members supporting the OOR program. Provide training and support to other SBP locations in this function area as needed.
- Provide initial and ongoing training for AmeriCorps members as needed.
- Conduct evaluations/ reviews, terminations, vacation, and sick requests.
- Review and approve AmeriCorps members' timesheets.
- Foster relationships of trust, respect and accountability in collaborating with other team members and departments.
- Cultivate and maintain excellent relationships with external partners and stakeholders. Represent the organization as needed at meetings, events and on phonecalls.

Volunteer Recruitment and Engagement:

- Implement effective volunteer recruitment strategy to meet organizational needs.
- Ensure all volunteer data is gathered, tracked and communicated throughout the organization using tools including Salesforce and Google Docs.
- Execute communication strategy, emphasizing enduring need, to increase engagement of past, current and future volunteers via effective pre-arrival communication; engaging orientation and introduction to the organization upon arrival; a nuanced follow up depending upon the volunteer's interest after the service experience.
- Solicit and communicate feedback from volunteers to others within the organization to continually improve on the volunteer experience.
- Ensure quality experience for every SBP volunteer, providing immediate support and follow up communication as necessary if problems arise during the volunteer trip.

- Deepen recruitment and engagement of key volunteer groups including corporate groups, faith-based, locals, veterans and skilled volunteers.

Fundraising, Communications, and Community Partnerships

- Meet with the Executive Director and other keystaff on a regular basis to align efforts around volunteer recruitment and fundraising.
- Run all volunteers through Donor Search, our wealth engine tool, and develop a customized engagement strategy for individuals that have a capacity to give.
- Work with the Executive Director and SBP's Development Department to plan and implement donor development strategies with corporate groups in and around the Houston area.
- Elevate awareness of SBP's mission and ongoing work through public awareness and outreach activities including planning and implementing events, social media campaigns, and developing relationships with local media outlets.
- Increase community preparedness and engagement through coordinating trainings and promoting partnerships that align with the Executive Director's vision and as requested from partners.

Qualifications:

- Clear communication skills and 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.
- Strong interpersonal and relationship building skills.
- Positive, solutions-oriented attitude and desire to achieve results for disaster impacted families.
- Strong passion for SBP's mission and work.

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.
- Establish strong and appropriate relationships with Executive Director, staff, volunteers, 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.
- 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.
- Provide effective leadership for staff and take full accountability for achieving departmental and organizational goals.

[Please Click HERE to Apply!](#)

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.