

# **Hybrid Client Services and Volunteer Coordinator**

## **Program Overview:**

### **Build your Career - Make a Difference - Get Paid - Reduce Student Debt**

SBP is an award-winning, innovative nonprofit organization that shrinks 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 50+ staff and over 300 AmeriCorps members, SBP has rebuilt more than 1,300 homes across 8 states, and has shared best practices with nonprofits, recovery groups, and government entities across the country. SBP is an organization that attracts AmeriCorps Members and employees who embrace innovation and constant improvement, enjoy rising to meet pressing challenges, believe in community-wide collaboration, and can develop and achieve clear benchmarks to reduce human suffering.

SBP has teamed up with United Way of Greater Baytown Area & Chambers County to bring even more families home and benefit the community at large. Our missions have joined together for one cause; to help bring families home who lost everything to a natural disaster.

At United Way of Greater Baytown Area & Chambers County you will have the opportunity to drive real impact for families in need. You will work to not only help families rebuild their home and rebuild their lives as a Client Services Coordinator, but will also work to recruit and engage volunteers to aid in the rebuilding of their homes as a Volunteer Coordinator.

United Way of Greater Baytown Area & Chambers County supports and hosts the Baytown Area & Chambers County Disaster Recovery partnership (BACC-DR). BACC-DR is a collaborative partnership established and maintained on behalf of the individuals, families, businesses, and communities in the Greater Baytown Area & Chambers County to facilitate and implement a coordinated response to Hurricane Harvey and other future disaster recovery needs. Its mission is to assist in identifying the unmet needs of those affected by Hurricane Harvey and other future disasters, and to coordinate access to resources that would provide relief. BACC-DR strives to:

- 1) Provide coordinated management of long-term recovery to the disaster;
- 2) Provide additional long-term assistance to individuals affected by the disaster who do not have adequate personal resources for unmet needs as result of the disaster; and
- 3) Advocate for ongoing preparedness within the community and for cooperation with faith-based, governmental and community agencies active in disaster response.

In exchange for bringing your talents to SBP and United Way of Greater Baytown Area & Chambers County, you will gain marketable job skills that will help you pursue a wide-

variety of careers, while also having an opportunity to make a positive difference in the lives of individuals and families who have been impacted by disaster events. To help support your service, you will also receive the following benefits:

**Benefits Provided to SBP AmeriCorps Members**

- Monthly Living allowance of \$1,263.
- An additional \$150 monthly housing stipend for individuals who have previously served in AmeriCorps, NCCC, or VISTA.
- Free limited health coverage benefits
- An education award of \$5,815 upon successful completion of each 10 month term. (More information can be found at: [http://www.americorps.gov/for\\_individuals/benefits/benefits\\_ed\\_award.asp](http://www.americorps.gov/for_individuals/benefits/benefits_ed_award.asp)).
- Eligibility to postpone repayment of federally-guaranteed student loans during your service term. (The National Service Trust will also pay all or a portion of the interest that accrued during the service period.)
- Child care assistance
- Valuable professional development and opportunities to further your career
- Potential opportunities to travel in order to respond to disaster events

### **Client Service Coordinator AmeriCorps Member Position Overview:**

Our ability to continue to bring families home relies heavily on the dedication of our AmeriCorps members. The position of a Client Services Coordinator serves as an advocate and liaison to United Way of Greater Baytown Area & Chambers County clients from application to completion of construction and move-in while working to remove barriers to their recovery. SBP's goal is for our clients to have a stress free experience during our rebuild process. Being victims of these storms, they have been through a life-changing event and our Client Services Coordinators serve as an important role in their recovery. Members who have served in the Client Service Coordinator position have gained the skills and knowledge to pursue careers in social work, case management, and additional educational opportunities.

### **Volunteer Coordinator AmeriCorps Member Position Overview:**

Volunteer Coordinators play a vital role in creating an extraordinary volunteer experience that gets people excited about volunteering with United Way of Greater Baytown Area & Chambers County. Volunteer Coordinators handle all volunteer logistics, support volunteer fundraising efforts that directly support the AmeriCorps project, speak with energy to large groups of volunteers about United Way of Greater Baytown Area & Chambers County before and after their volunteer build, communicate with multiple SBP departments to ensure volunteers have a quality experience, and spread the word about SBP and United Way of Greater Baytown Area & Chambers County at local outreach events. As the first point of contact for many volunteers, Volunteer Coordinators must be comfortable expressing thanks, talking about the state of the recovery, and articulating the ongoing need for support. Volunteer Coordinators serve as the point of contact for multiple volunteer groups that register to volunteer anywhere from a day to a year in advance, answering all questions, relaying all updates and documenting logistics. Volunteer Coordinators work diligently both before and after the volunteer group's build experience encouraging volunteers to become further engaged in SBP and United Way of Greater Baytown Area & Chambers County, beyond just volunteering. This hard work will result in returning volunteer groups, quality volunteer experiences, increased volunteer fundraising that directly supports the AmeriCorps project, and a greater awareness about SBP. Members who have served in the volunteer department with SBP have gained skills to become successful in many roles: Fundraiser, Marketing and Development, Human Resources, and Recruiters

### **Client Service Coordinator Essential Functions:**

- Move each of your 30-40 clients closer to moving into their rehabilitated homes.
- Interview prospective clients and work with them to complete an application for assistance.
- Present prospective client cases to Executive Director and/or Client Services Manager for acceptance into United Way of Greater Baytown Area & Chambers County programs.
- Assist clients in completing applications to utilize available funding programs earmarked for the recovery needs of disaster-impacted individuals in the local community and assist the client in navigating these programs throughout the rebuilding process.

- Research and refer clients who are in need of housing, food, or other needs to appropriate services.
- 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.
- Track client progress and report weekly to Client Services Manager on progress.
- Input client data and upload documents into client database (SalesForce); update case notes daily.
- Expedite client's path to completion of construction in any way possible, often through creative means.
- Advocate for the client both to outside organizations and internally within SBP.
- Participate in September 11<sup>®</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.

### **Volunteer Coordinator Essential Functions**

- Respond to volunteer requests, questions, or general inquiries via email and phone in a timely fashion.
- Coordinate all trip logistics for volunteers. This includes being the point of contact for multiple volunteer groups in any given week: both volunteers currently on site and those registering for weeks or months in advance.
- Accurately document all communications and logistics.
- Use of volunteer management software including SalesForce, Formstack, Google spreadsheets, and Classy.
- Update and track volunteer information on Google documents used by multiple departments.
- Assess availability of volunteer work and schedule volunteer groups.
- Give orientations to as many as 150 volunteers at a time.
- Give debriefings at the end of each volunteer experience.
- Encourage groups to stay engaged with SBP and United Way of Greater Baytown Area & Chambers County by returning to volunteer or spreading the word.
- Clearly communicate the enduring needs of our clients.
- Spend no more than 10% of the AmeriCorps service term engaging volunteers in fundraising efforts that support the fundraising goals of the AmeriCorps project.
- Maintain updated records and routinely track volunteer information, including volunteer numbers, contributions and feedback.
- Keep volunteers informed about upcoming SBP events.
- Maintain an energetic and positive attitude with volunteers and colleagues.
- Build partnerships with local businesses and community organizations.
- Participate in outreach and planning for volunteer special events.
- Communicate with entire team about the role, function and needs of volunteers.

### **Minimum Requirements:**

- 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.

**Qualifications**

- Excellent verbal communication skills
- Experience/comfort with public speaking
- Strong organizational skills and ability to delegate tasks effectively

**How to Apply**

- Visit <http://sbpusa.org/get-involved/americorps>
- Complete the two-page application
- Upload your resume
- Submit your application

*(Typically, you will be contacted within 5 business days if you have been selected to interview for the position.)*

**Reasonable Accommodations**

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.