



**Position:** Community Engagement Manager  
**Location:** Houston  
**Reports to:** Executive Director

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### About SBP

SBP, a 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.

SBP does this 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

Houston's Community Engagement Manager plays a vital role in ensuring a robust pipeline of homeowners in need of rebuilding services, as well as maintaining a queue of volunteers to meet these needs. Through the development of a strategic outreach plan and the effective management of AmeriCorps Volunteers and Client Coordinators, the Community Engagement Manager will ensure the stability and effectiveness of SBP's Houston operations.

### Responsibilities -- Volunteer Department:

- Implement overall vision and goals for Volunteer Department
- Design and implement new strategies and events including themed build days, pre-arrival and post departure fundraising activities. and targeted recruitment strategies
- Ensure all volunteer data is gathered, tracked and communicated throughout the organization using tools including Salesforce and Google Docs
- Execute communication strategy to increase engagement of past, current & future volunteers via effective pre-arrival communication; engaging orientation & introduction to the organization upon arrival; a nuanced follow up depending upon the volunteer's interests 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
- Ensure targets for volunteer to donor conversion are met
- Build strategic partnerships to increase SBP's network of stakeholders and supporters

**Responsibilities -- Client Services Department:**

- Implement overall vision and goals for the Client Services department -- that all our clients are treated as we'd want our family treated.
- Ensure that organizational need for clients is met throughout the year in accordance with construction's demand and organizational goals.
- Manage and improve the client experience for those the organization is in contact with, ensuring that all communication with clients is clear, honest, and accurate.
- Pair client projects with appropriate funding sources.
- Understand regulations for all funding sources and ensure proper billing and receipt of all allocated funds.
- Vet and approve clients based on organizational standards.
- Design and implement strategies including outreach to affected individuals, pre- and post-surveying of clients to calculate impact & areas of improvement, and client engagement infurthering the mission of the organization
- Ensure all client data is gathered, tracked and communicated throughout the organization via Salesforce and in paper files.
- Coordinate with Construction Department to answer client questions and concerns as well as advocate for clients' housing needs.

**Performance Expectations:**

- Provide direct supervision to AmeriCorps Members
- Demonstrate leadership and accountability in interactions with team members
- Participate in company-wide events, such as meetings and socials
- Display strong commitment to SBP's mission, values and ethos of community service
- Positive, solutions oriented attitude and desire to achieve results for disaster impacted families

**Requirements:**

- Bachelor's degree preferred
- 1- 3 years of experience in community outreach and managing volunteers
- Strong interpersonal, communication and relationship building skills
- Experience working with vulnerable populations
- Able to satisfactorily pass a criminal history check
- Flexible and solutions oriented
- Must possess a high degree of emotional intelligence.
- Must believe in an organization focused on a high performance culture, a culture of meritocracy, collaboration, results, and transparency

*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.*