



**Position:** Client Services Manager  
**Location:** Southwest Louisiana  
**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**

The Client Services Manager oversees all aspects of SBP's Owner Occupied Rebuilding Program (OOR) that returns qualified homeowners into safe and secure housing after Hurricanes Laura and Delta. OOR provides repair/rehabilitation services for low to moderate income homeowners who lack the resources to fix their damaged properties. The Client Services Manager supervises a team of 4-6 full time AmeriCorps members who provide high quality case management services. The Manager ensures that the goals for the program are met while adhering to all funding and program requirements. The Manager also works closely with the construction and volunteer team to ensure a steady queue of projects and volunteer friendly work.

### **Responsibilities**

#### **Leadership and Management:**

- Implement vision and operational plan for the Client Services Department to achieve goals for SBP's OOR Program.
- Display strong commitment to SBP's mission, values, and ethos of community service, care for our clients and continual improvement.
- Manage 4-6 full time AmeriCorps members supporting the Rebuilding Program. Provide training and support to other SBP locations in this function area as needed.
- Assist clients in navigating FEMA claims and appeals.
- Provide initial and ongoing training for AmeriCorps members as needed.
- Conduct evaluations/reviews, appropriate corrective action, 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.
- Facilitate conflict resolution with team members and clients as needed.
- Comfortable participating in media interviews including on-camera, radio, and newspapers.
- Cultivate and maintain excellent relationships with external partners and stakeholders. Represent the organization as needed at meetings, events and on phone calls.

### **Client Services/ Case Management**

- Manage the successful day-to-day operations within the department. Be available and provide support to Client Services Coordinators. Provide guidance on the resolution of difficult cases/ scenarios.
- Occasionally attend and review client intakes conducted by AmeriCorps members.
- Review all client case files. Ensure that all approved clients meet the criteria to receive rebuilding services. Offer referrals and other supports that clients may need.
- Train and support incoming CSC's and ensure the successful transition of clients from the outgoing to the incoming CSC.
- Maintain a client caseload.
- Manage and improve the client experience: ensure that all communication with clients is clear, honest, and accurate; conduct pre/post client surveys; and develop quarterly reports on client satisfaction.
- Ensure consistent communication with Disaster Case Management agencies and maintenance of Coordinated Assistance Network (CAN.)

### **Fundraising and Marketing**

- Assist with preparation of proposals and other fundraising materials.
- Conduct outreach that will encourage hard to reach clients to apply to SBP's OOR Program.

### **Grants Management and Compliance**

- Adhere to all program guidelines and contracts set forth by funding partners. Prepare reports as needed.
- Ensure proper file management/ document collection.
- Ensure accuracy of Salesforce entries and documentation for operational and CNCS purposes.
- Work with the development team to source and apply for available grants.

### **Primary Relationships:**

This position reports to the SBP – Houston Executive Director. This position works alongside 5 managers, including the AmeriCorps Program Manager, Volunteer Manager, Construction Project Manager(s), Data and Office Manager and National Development Team. This position also requires fundraising comfort and preferably, experience.

### **Qualifications**

- Clear communication skills and a strong sense of maturity, positivity, and professionalism.
- Strong attention to detail and ability to manage multiple projects at once
- Able to satisfactorily pass a Criminal History Check to include sex offender registry, State Police, and FBI.
- Valid driver license and reliable transportation.

### **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 regarding management and development issues.
- Ensure thorough and equitable case work for all SBP clients.
- Implement conflict resolution with clients and team when necessary.

- Plan and implement programs.
- Establish strong and appropriate relationships with Executive Director, staff, AmeriCorps members, volunteers, donors 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 to meet the demands of executive management.
- Demonstrate initiative and work as a team player.
- Adhere to the highest ethical standards in management, governance, and fund development.
- 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.

*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.*