



SBP AmeriCorps Volunteer Coordinator

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Service Position Summary:

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.

Volunteer Coordinators serve as the representative of SBP within the community, leading the charge in recruiting and onboarding volunteers to support SBP's Build intervention. Volunteer Coordinators also execute community engagement initiatives in the region. Volunteer Coordinators will support both SBP's Owner Occupied Rebuilding program and our Opportunity Housing program.

COVID-19 Safety Statement: *While COVID-19 vaccines and boosters are highly encouraged, they are not mandatory for SBP team members at this time. However, SBP strongly recommends that all team members stay current with vaccinations and boosters, which remains one of the best ways to protect themselves, their colleagues, and the clients we serve.*

Essential Functions of Position:

- Conduct outreach activities with the goal of recruiting more volunteers.
- Respond to volunteer requests, questions, or general inquiries via email and phone in a timely fashion maintaining an energetic and positive attitude.
- Coordinate logistics for multiple volunteer groups and serve as the point of contact for current, previous, and future volunteers and groups.
- Accurately document and track all volunteer records including contributions, feedback, communication, and trip logistics with strong attention to detail through the use of software such as Google Sheets, Salesforce, and Formstack.
- Deliver compelling volunteer orientations that articulate the enduring needs of our clients to as many as 150 volunteers at a time.
- Engage with previous volunteers and groups by regularly communicating about upcoming events and ongoing needs in the communities we serve.
- Participate in outreach and planning for volunteer special events that support the goals of the AmeriCorps project.
- Support fundraising efforts that meet the goals of the AmeriCorps project. (This will account for less than 10% of a member's total hours.)
- Meet weekly with the Volunteer Manager to discuss goals, priorities, professional development, and any other issues and be open to regular coaching and feedback.
- Adhere to SBP's Construction Manual and Safety Protocol and participate in regular safety training.

- Participate in September 11th 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.

Knowledge, Skills, and Qualifications Required:

- 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.
- Satisfy the National Service Criminal History Check.
- Strong interpersonal skills, including active listening.
- Ability to maintain a calm, professional demeanor in challenging situations, including volunteer crises.
- Ability to clearly communicate needs and expectations to people of various backgrounds.
- Demonstrated problem-solving skills.
- Fluency in Spanish is required for positions serving at the Puerto Rico Operating Site.

Core Competencies and Academic and Professional Experience Needed: The AmeriCorps member should demonstrate the following competencies to perform the essential functions of this position:

- **Flexibility/Resilience** – Able to adjust to and thrive in a dynamic environment; handles setbacks and failures with professionalism and candor; effectively and appropriately responds in the face of adversity or conflict.
- **Ability to Work Independently** – Is a self-starter and accomplishes tasks independently and without constant, direct supervision.
- **Ability to Manage Multiple Tasks** – Prioritizes multiple projects and assignments; raises barriers and problems and works cooperatively with a supervisor to resolve these.
- **Results-Oriented Thinking and Behavior** – Focuses on making an impact. Possesses the desire to achieve excellence and does not settle for mediocrity.
- **Awareness and Sensitivity to the External Environment** – Has situational awareness and is cognizant of the organizations that they represent, including AmeriCorps, the agency and brand, SBP, and the effect of their words and actions on that position; demonstrates savvy in dealing with agencies, volunteers and donors; is promoting and affirming in conversations about and on behalf of those organizations.
- **Physical Activities:**
 - Manual Dexterity: Picking, pinching, typing, or otherwise serving, primarily with fingers rather than with the whole hand or arm as in handling.
 - Communicating: Expressing or exchanging ideas. Activities must convey detailed or important spoken instructions to others accurately, loudly, or quickly.
 - Listening: Ability to receive detailed information through appropriate communication.
- **Visual Acuity:** Member is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or expansive reading.
- **Service Conditions:** Member is subject to both inside and outside environmental conditions.

Commitment Required: Full-Time members will serve 1700 hours over the course of 10 months. Members are required to serve 42 hours a week. A typical service week is Monday – Friday, however, volunteer events often occur on Saturday and will require attendance. Member will have ample opportunity to complete 1700 hours of service.

Member Evaluation: Members will receive mid-year and end-of-year evaluations, as well as complete necessary weekly and/or monthly data reports and bi-weekly timesheets in OnCorps.

Training:

- Members will receive service and site-specific training to prepare them for their service. Members will also be required to attend orientation.

AmeriCorps Program Benefits:

This position is eligible for a living allowance, post-service education award, health benefits, loan forbearance for most federally-guaranteed student loans, and childcare assistance. The stipend for this position is \$2,163.00 per month. The education award for this position upon completion of the ten-month term and 1700 hours of service is \$7,395. Please visit

<https://americorps.gov/members-volunteers/segal-amicorps-education-award> for more information on the education award. AmeriCorps members in this position have the opportunity to make a difference in communities, connect to a national AmeriCorps network and alumni group, and serve with a dynamic team of members.

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