



Position: Volunteer Department Manager
Location: San Juan, Puerto Rico
Reports to: Executive Director – SBP Puerto Rico

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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 Volunteer Manager will oversee the recruitment and placement of volunteers on home repair and rebuild projects. The Volunteer Manager will provide daily oversight for volunteer recruitment and coordination- ensuring a continuous pipeline of volunteer support and positive volunteer experience. SBP's network of volunteers not only assist us in rebuilding homes but also provide funding for our operations and raise awareness of ongoing needs. The Volunteer Manager will be responsible for implementing an effective fundraising and communications strategy with volunteers, philanthropic and corporate sponsors, and the general public to further our mission to shrink the time between disaster and recovery.

Responsibilities

Leadership and Management:

- Implement overall goals and objectives for the Puerto Rico Volunteer Department, commensurate with the Director's vision.
- Cultivate and maintain excellent relationships with external partners, donors, and stakeholders through individual relationship development, engaging in public events, and representing SBP within community forums.
- Ensure sufficient volunteer presence to support Owner Occupied Rebuild (OOR) program and Opportunity Housing Program (OH).
- Display a 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 & OH 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 for AmeriCorps members.
- Review and approve AmeriCorps members' timesheets.
- Foster relationships of trust, respect, and accountability in collaborating with other team members and departments.

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 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

- Develop relationships with individual donors and corporate sponsors to further investment in SBP's mission.
- Run all volunteers through Donor Search, our wealth engine tool, and develop a customized engagement strategy for individuals that have the capacity to give.
- Work with the Executive Director, the Director of Volunteer Programs, and SBP's Development Department to plan and implement donor development strategies with corporate groups in and around the San Juan metropolitan 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 by partners.

Qualifications

- Strong passion for SBP's mission and work.
- Strong interpersonal and relationship-building skills.
- Positive, solutions-oriented attitude and desire to achieve results for disaster-impacted families.
- Excellent written and verbal communication skills in both Spanish and English.
- Minimum of 2 years of management experience is required, Bachelor's degree preferred.
- Display a strong sense of maturity, positivity, and professionalism.
- Able to satisfactorily pass a Criminal History Check to include sex offender registry, PR State Police, and FBI.
- Valid driver's license and reliable transportation.
- Vaccinated against COVID-19 to CDC guidelines and able to provide proof of vaccination.

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, AmeriCorps members, volunteers, and the general community.

- Plan and meet deadlines.
- 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 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.