



## **About SBP**

SBP is a national disaster rebuilding organization whose mission is to shorten the time between disaster and recovery. We strive to ensure that disaster-impacted communities recover in a prompt, efficient and predictable manner.

<http://sbpusa.org/>

## **Client Services Coordinator**

A Client Service Coordinator is an advocate and liaison to SBP's clients from application to completion of construction and move-in while working with clients to remove barriers to their recovery.

Client Services Coordinators work directly with SBP's clients to provide support and ensure their transition home is expeditious and client-centered. Client Services Coordinators interact with all SBP departments as they move the client from application into their completed home, including daily interaction with Volunteer Coordinators, Supply & Logistics Coordinators, and Project Managers. Client Services Coordinators are supervised by the Client Services Manager.

### *Responsibilities:*

- Work to 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 SBP programs.
- Complete applications to utilize grant funding & monitor client progress through grant pipelines.

- 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 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.