

Job Title	AmeriCorps Client Services Coordinator
Employer/ Agency	SBP
Job Description	<p>A Client Service Coordinator is a liaison to SBP’s clients from application to completion of construction and move-in while working with clients to remove barriers to their recovery from disaster.</p> <p><u>Essential Functions of Position:</u></p> <ul style="list-style-type: none"> ● 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. ● Assist clients in completing applications to utilize available funding programs earmarked for the recovery needs of disaster-impacted individuals in the local community and assist the client in navigating these programs throughout the rebuilding process. ● 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. ● Support and promote the client both with outside organizations and internally within SBP. <p><u>Knowledge, Skills, and Abilities Required:</u></p> <ul style="list-style-type: none"> ● 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 eligibility criteria pursuant to 45 CFR 2540.202. ● Strong interpersonal skills, including active listening. ● Ability to maintain a calm, professional demeanor in challenging situations, including client crises. ● Ability to clearly communicate needs and expectations to people of various backgrounds. ● Demonstrated problem solving skills. ● Flexibility/Resilience – The ability to adjust to and thrive in a complex and changing environment; handles setbacks and failures with professionalism and candor; effectively and appropriately responds in the face of adversity or conflict. ● Ability to Work Independently – The ability to be a self-starter and accomplish tasks independently and without constant direct supervision. ● Ability to Multi-Task – The ability to handle multiple tasks and assignments; prioritizes more important tasks while maintaining a good handle on others; reports in a timely manner any barriers to task completion and allows ample opportunities for supervisor to adjust deadlines ● Results-Oriented Thinking and Behavior – A genuine concern for effectiveness. Possesses the desire to get the service done with excellence; mentally, is focused on getting the best results for actions taken; does not settle for mediocrity. ● Awareness and Sensitivity to the External Environment – Situational awareness; is aware of the organizations that they represent, including CNCS, AmeriCorps, and SBP, and the

	<p>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.</p> <ul style="list-style-type: none"> ● 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.
Qualifications	<p>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. Ability to commit to serving full time Monday - Friday from 8 am - 5 pm and an average of 2 Saturdays a month</p>
Salary/Hours	\$1,427.9 (Pre-tax) per month
Employer/Agency	SBP
Address	1420 N Sam Houston PKWY E Suite 190
City, State, Zip	Houston, TX 77032
Contact Person	Dominique Greer
Contact Title	HR & AmeriCorps Program Manager
Telephone Number	281-671-4118
Email Address	dgreer@Sbpusa.org
Application Method	Apply here: https://apply.workable.com/recruitamc/j/7A66493CC7/apply/
Opening Date	Immediate

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