



# Disaster & Humanitarian Services

Position Description: Executive Director

Location: Houston, Texas

The Executive Director is a key management leader of Disaster & Humanitarian Services. The Executive Director is responsible for overseeing the administration, programs and strategic plan of the organization. Other key duties include fundraising, marketing, and community outreach. The position reports directly to the President & Chief Executive Officer or Board of Directors.

## **GENERAL RESPONSIBILITIES:**

1) Board Governance: Works with board in order to fulfill the organization mission.

- Responsible for leading Disaster & Humanitarian Services in a manner that supports and guides the organization's mission as defined by the Board of Directors.
- Responsible for communicating effectively with the Board and providing, in a timely and accurate manner, all information necessary for the Board to function properly and to make informed decisions.

2) Financial Performance and Viability: Develops resources sufficient to ensure the financial health of the organization.

- Responsible for the fiscal integrity of Disaster & Humanitarian Services, to include submission to the Board of a proposed annual budget and monthly financial statements, which accurately reflect the financial condition of the organization.
- Responsible for fiscal management that generally anticipates operating within the approved budget, ensures maximum resource utilization, and maintenance of the organization in a positive financial position.
- Responsible for fundraising and developing other resources necessary to support Disaster & Humanitarian Services' mission.

3) Organization Mission and Strategy: Works with board and staff to ensure that the mission is fulfilled through programs, strategic planning and community outreach.

- Responsible for implementation of Disaster & Humanitarian Services' programs that carry out the organization's mission.
- Responsible for strategic planning to ensure that Disaster & Humanitarian Services can successfully fulfill its Mission into the future.
- Responsible for the enhancement of Disaster & Humanitarian Services' image by being active and visible in the community and by working closely with other professional, civic and private organizations.

4) Organization Operations. Oversees and implements appropriate resources to ensure that the operations of the organization are appropriate.

- Responsible effective administration of Disaster & Humanitarian Services operations.
- Responsible for the hiring and retention of competent, qualified staff.



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- Responsible for signing all notes, agreements, and other instruments made and entered into and on behalf of the organization.

## **Professional Qualifications:**

- A bachelor's degree
- Transparent and high integrity leadership
- Five or more years senior management experience
- Solid, hands-on, budget management skills, including budget preparation, analysis, decision-making and reporting
- Strong organizational abilities including planning, delegating, program development and task facilitation
- Ability to convey a vision of Disaster & Humanitarian Service' strategic future to staff, board, volunteers and donors
- Knowledge of fundraising strategies and donor relations unique to nonprofit sector
- Skills to collaborate with and motivate board members and other volunteers
- Strong written and oral communication skills
- Ability to interface and engage diverse volunteer and donor groups
- Demonstrated ability to oversee and collaborate with staff
- Strong public speaking ability

## **Actual Job Responsibilities:**

- Planning and operation of annual budget.
- Establishing employment and administrative policies and procedures for all functions and for the day-to-day operation of the nonprofit.
- Serving as Disaster & Humanitarian Services' primary spokesperson to the organization's constituents, the media and the general public.
- Establish and maintain relationships with various organizations throughout the state and utilize those relationships to strategically enhance Disaster & Humanitarian Service' Mission.
- Report to and work closely with the Board of Directors to seek their involvement in policy decisions, fundraising and to increase the overall visibility of the Foundation throughout the State.
- Supervise, collaborate with organization staff.
- Strategic planning and implementation.
- Oversee organization Board and committee meetings.
- Oversee marketing and other communications efforts.
- Review and approve contracts for services.
- Other duties as assigned by the Board of Directors.

Compensation and benefits commensurate with experience, funding and other qualifications and based upon Board Approval

Please email your resume to: [info@disasterprogram.org](mailto:info@disasterprogram.org) to the attention of Human Resources



## Disaster & Humanitarian Services

**Position:** Program Manager

**Locations:** Houston, Texas  
San Juan, Puerto Rico  
Ponce, Puerto Rico

**Pay Scale:** Based on Experience

### **Job Overview:**

DHS is seeking an experienced Program Manager to provide leadership and oversight of an emergency management planning, response, recovery, and mitigation project with more than 40 case managers and support staff

Based on location of the selected individual, travel may be required up to 100% to the project location.

### **Key Responsibilities and Accountabilities:**

- Manages a cadre of case managers Maintains frequent and consistent verbal and written communication with clients, partners and DHS leadership
- Ensures client deliverables are identified and met through effective management of each assigned project component and its associated project staff
- As required, visits project sites to monitor activities throughout project lifecycle
- Identifies and resolves staffing needs
- Maintains awareness and ensures successful execution of required client invoicing and associated deadlines
- Coordinates the monthly and weekly monitoring and reporting of project financial status to DHS leadership
- As necessary, creates, coordinates or updates project-specific policies and procedures
- Works alongside project teaming partners to ensure successful project execution
- Maintains awareness and ensures successful execution of contract negotiation and renewal activities
- As required, provides policy guidance and training to clients, project staff, and DHS leadership to adhere to program or project requirements
- Ensures project safety needs are met
- Ensures daily activities are logged appropriately for project staff using required project software
- Ensures clients are aware of all relevant services offered by DHS
- Directly responsible for 4-8 DHS or contract personnel
- Attends training programs and job-related conferences as required
- Other duties as assigned

### **Basic Qualifications:**

- Master's degree in fields including, but not limited to, Clinical Psychology, Business Administration, Public Administration or Emergency Management

- 10+ years of relevant project management experience
- A technical professional background in quality assurance/quality control, business management, engineering, architecture, construction management, disaster recovery, emergency management, or similar fields
- Ability to quickly acquire a working knowledge of program- or project-specific laws, policies, procedures and correspondence
- Ability to read and interpret contract language
- Intermediate to advanced proficiency frequently utilizing software including, but not limited to, MS Office (Excel, Word, Outlook, PowerPoint, and Visio), SharePoint and Quick Base
- Exceptional oral and written communication skills
- Ability to multitask and complete work assignments independently with minimal supervision/guidance
- Ability to manage, prioritize, delegate effectively and complete assigned time-sensitive tasks
- Customer service experience
- Experience working in a fast-paced, dynamic environments
- Availability to work weekends as required
- Ability to travel up to 100% of the time
- Possess valid driver's license

**Desired/Preferred Qualifications:**

- 15+ years of relevant project management experience
- Project management certification(s)
- Intermediate conversational and written bilingual proficiency in English and Spanish languages
- Relevant public or private sector experience managing emergency management planning, response, recovery, and/or mitigation projects
- Experience with grant funding programs such as FEMA PA, FEMA IA, FHWA, FEMA HMGP, NFIP, FTA-ER, and HUD CDBG-DR
- Post-secondary education from an accredited institution in an applicable field
- Applicable emergency management planning, response, recovery, or hazard mitigation program training (ICS)
- Experience relaying technical subject matter to large, diverse audiences
- Direct interaction with public and private sector leadership in Puerto Rico
- Relevant public or private sector experience managing projects or programs in Puerto Rico and/or the United States Virgin Islands

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# Disaster & Humanitarian Services

**Supervisor Disaster Case Management** – The Supervisor manages a staff of not more than 10 Disaster Case Mangers (DCMs) and oversees the DCMs delivery of case management services to individuals and families impacted by recent disasters. The DCM-Supervisor manages the DCMs the DCMs compliance, outcomes, timeframes, and delivery of the DCMs client interviews, intake, conducts case- closures, and development of needs assessment, Individual Development Recovery Plans, client contact and monitoring. The DCM-Supervisor establish relationships with local governments, direct care social service agencies referral sources. DCM- Supervisor report to the area program manager assigned.

**JOB TITLE:** Supervisor - Disaster Case Management

**POSITION TYPE:** Full-Time (40+ hours per week)

**REPORTS TO:** Program Manager

**LOCATION:** Houston, Texas  
San Juan, Puerto Rico  
Ponce, Puerto Rico

**TRAVEL PAID:** Yes

**START DATE:** October 15 – December 1, 2018

**JOB DURATION:** 12 months

**FLSA STATUS:** Non-Exempt

**BILINGUAL:** English/Spanish Preferred in Houston, but required in Puerto Rico

## ESSENTIAL FUNCTIONS:

- Supervises and trains staff to provide ongoing disaster case management services to individuals and families impacted by a disaster or humanitarian crisis.
- Maintain collaborative work relationships with disaster survivors, case managers, and community stakeholder.
- Ensure case manager caseload does not exceed 35 survivors at any given time.
- Monitor Case Manager documentation weekly to ensure all necessary aspects of survivor documentation are completed properly and within a timely manner.
- Utilize strategic planning to ensure equitable distribution of tiered cases.
- Ensure program deliverables, to include recruitment of survivors for services, timely completion of follow-ups, recovery plan modification and follow up, and other tasks assigned.

- Serve as a Subject Matter Expert providing guidance to case managers who may be having difficulty assessing disaster related, unmet needs and/or who may be experiencing difficulty in finding resources to meet those needs.
- Conduct shadowing of case managers periodically to gauge strengths and areas for improvement.
- Assess Case Managers in their ability to facilitate client progress towards returning to a "pre-disaster" state of living, achievement of goals, and positive case outcomes
- Provide bi-weekly supervision to all team members, offering constructive feedback on case development, recovery planning, follow up, documentation, coordination with outside resources, etc.
- Ensure coordination between assigned team members and supportive positions such as Resource Coordinator and Construction Cost Analysts.
- Provide training to case managers and evaluate work performance Document supervision sessions, noting staff member strengths, areas for improvement, development plans, and trainings needed.
- Advocate collaboratively with human service, health, education agencies, local, long-term recovery groups and other entities to resolve unmet needs facing survivors impacted by Hurricane Harvey.
- Maintain accurate records, files, forms, statistics and additional relevant information in accord with agency policy and/or funding requirements.
- Create monthly reports regarding program services provided by assigned team.
- Participate in workshops, seminars, education programs and other activities that promote professional growth and development.

EDUCATION AND EXPERIENCE: Bachelor's degree required in teaching, social work, clinical psychology, healthcare administration, education counseling.

LICENSES AND CERTIFICATIONS: Valid Motor Vehicle License and auto insurance with ability to drive within the service area.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to complete a disaster recovery case management specific curriculum.
- Conduct all job duties and communications with the highest level of standard, confidentiality, professionalism and ethics.
- Possess excellent organizational, listening, written and verbal communication skills.
- Demonstrate helpful inter-personal skills such as:
  - A genuine care and respect for individuals, families, and communities served
  - Cultural competence relative to the population served
  - Ability to document, or to access an alternate method for documenting the client record
  - Ability to recognize and draw upon client strengths
  - Sensitivity to the needs of individuals, families in crisis and awareness of the impact of the disaster on the community, the family and the individual
  - Interest in exploring options with clients, with respect for their autonomy, appropriate service boundaries and self-awareness
  - Able to multi-task effectively, efficiently and work collaboratively with others.
  - Ability to conduct business in a manner consistent with the mission, core values and policies of DHS.

- Able to work calmly and effectively resolve conflicts in sensitive situations and work both with supervision and independently
- Possess no outside business interest that may conflict with the Conference goals and objectives

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Attention: Human Resources



## Disaster & Humanitarian Services

**Disaster Case Management** – Manages a caseload of not more than 35 Disaster Case Management (DCM) clients and provide case management services to individuals and families impacted by recent disasters and conducts all DCM client interviews, risk inventory, eligibility, intake, needs assessment, Individual Development Recovery Plans, client contact and monitoring, establish relationships with referral sources and makes DCM client referrals, and conducts case- closures

**JOB TITLE:** Disaster Case Manager

**POSITION TYPE:** Full-Time (40+ hours per week)

**REPORTS TO:** Disaster Case Management Supervisor

**LOCATION:** Houston, Texas  
San Juan, Puerto Rico  
Ponce, Puerto Rico

**TRAVEL PAID:** Yes

**START DATE:** October 15 – December 1, 2018

**JOB DURATION:** 12 months

**FLSA STATUS:** Non-Exempt

**JOB SUMMARY:** The case managers will work with survivors impacted by the recent flood disaster to make an indepth assessment of their needs, develop a recovery plan, and identify resources needed to meet recovery goals. The recovery program is a cooperative effort directed by the Long Term Recovery team. The case manager serves as the primary point of contact assisting the client in coordinating necessary services and resources to address the client’s complex disaster recovery needs in order to reestablish normalcy. The Disaster Case Manager relies on the client to play an active or lead role in his or her own recovery. They present a strong desire to serve others and the ability to perform all duties with an understanding of the mission, ministry, philosophy, culture, and protocols of the DHS.

**ESSENTIAL FUNCTIONS:**

- Perform outreach to identify vulnerable persons in need of services and referrals.
- Screen applicants promptly and responsively to identify urgency of need and direct individuals to appropriate services, providing accurate and timely information and referral.
- Perform intake interviews via phone and/or in person, linking survivors to resources for urgent needs.
- Conduct comprehensive, individualized, strengths-based, and culturally responsive assessments of each client’s disaster recovery needs and available resources.



- Engage each client to cooperatively participate in the development, implementation, and ongoing review of an individualized disaster recovery plan.
- Empower the disaster survivor to effectively access the resources available in accordance with the sequence of assistance for disaster recovery.
- Provide, refer, or otherwise arrange for individuals and families to receive needed services and resources identified in the recovery plan through the following actions:
  - assist in the restoration of pre-disaster social service benefits for qualified individuals;
  - verify unmet needs by obtaining records and/or contacting vendors;
  - network with other organizations to guide client through sequence of delivery without duplication of benefits or services ☑ Monitor client progress toward recovery goals,
- Document using standardized forms and enter relevant information into the client registry CAN In a timely manner.
- Advocate with and for clients by activities including but not limited to:
  - prepare for and make case presentations on behalf of client;
  - actively participate in long term recovery groups where such exists; and
  - provide support and advocacy with governmental and non-governmental agencies and organizations when necessary.

EDUCATION AND EXPERIENCE: Bachelor's or Associate's degree preferred in social work, clinical psychology, healthcare administration, education counseling.

LICENSES AND CERTIFICATIONS: Valid Texas Motor Vehicle License and auto insurance with ability to drive within the service area.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to complete a disaster recovery case management specific curriculum.
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  - Sensitivity to the needs of individuals, families in crisis and awareness of the impact of the disaster on the community, the family and the individual
  - Interest in exploring options with clients, with respect for their autonomy, appropriate service boundaries and self-awareness
  - Bilingual in Spanish a plus, but not necessary
  - Able to multi-task effectively, efficiently and work collaboratively with others.
  - Ability to conduct business in a manner consistent with the mission, core values and policies of DHS.
- Able to work calmly and effectively resolve conflicts in sensitive situations and work both with supervision and independently
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