



The Restoration Team

3911 Campbell Rd., Houston, TX 77080

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www.TheRestorationTeam.org

Job Title: Director of Client Services and Volunteer Management

Organization: The Restoration Team (TRT)

Location: Houston, TX

About The Restoration Team:

The Restoration Team (TRT) is a faith-based home repair organization dedicated to providing Safe, Sanitary, and Secure Homes to vulnerable families in Houston, TX. Our mission is to help deserving homeowners regain a sense of security and well-being by facilitating home repairs through volunteer efforts and donations.

Position Overview:

TRT is seeking a compassionate and empathetic Director of Client Services and Volunteer Management to play a critical role in identifying, qualifying, and managing clients in need of home repairs, while also overseeing our dedicated team of volunteers.

Key Responsibilities:

Client Qualification: Identify and assess potential clients who are living in unsafe housing conditions, ensuring that they meet TRT's eligibility criteria for home repair assistance.

Collaboration: Work closely and collaboratively with the Director of Construction and Executive Director to coordinate and prioritize home repair projects. Work with the director of development on volunteer communication.

Client Communication: Serve as the primary point of contact for prospective clients, providing clear and empathetic communication about TRT's services, eligibility, and the process of home restoration.

Empathetic Support: Demonstrate empathy and understanding when working with clients who may be facing additional challenges beyond their housing needs.

Problem-Solving: Assist clients in navigating the complexities of home repair, solving problems, and addressing their immediate housing concerns.

Boundaries: Maintain professional boundaries while offering compassionate support to clients in need.

Volunteer Management: Oversee the recruitment, training, scheduling, and coordination of volunteers involved in home repair projects. Ensure a positive volunteer experience and effective utilization of volunteer resources.

Volunteer Communication: Foster a sense of community among volunteers, providing clear guidelines and expectations for their involvement in TRT projects.



Qualifications:

Minimum education bachelor's degree

Preferred Experience in a similar role or organization, in sociology, psychology, social work, pastoral care, or similar field

Strong communication and interpersonal skills, with a compassionate and empathetic heart.

Excellent organizational skills and the ability to set clear boundaries.

Problem-solving skills and the ability to guide families through life-changing home restoration experiences.

Experience in volunteer management and coordination.

Challenges and Opportunities:

This role can be challenging when dealing with the public, as not all applicants are eligible for TRT's home repair program. Many of our clients are facing additional challenges, which compound their needs. The Director of Client Services and Volunteer Management will have the opportunity to make a significant impact on families' lives by facilitating home repairs and ensuring a positive volunteer experience.

Compensation: Competitive salary based on experience with health insurance options and a generous vacation policy.

Application Process: Interested candidates should submit their resume, a cover letter outlining their qualifications and experience, and three professional references to Jobs@theRestorationTeam.org.

Join TRT in making a meaningful impact on the lives of vulnerable families in Houston, TX, by helping them regain safe and secure homes and creating a supportive volunteer community. Together, we can transform lives through home restoration.