



# Appalachia Service Project, Inc.

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## Position Description

### Director of New Build and Disaster Recovery

#### General Conditions

Appalachia Service Project, Inc. (ASP) is a Christian ministry of home repair, home rehabilitation and new home construction. ASP is a not-for-profit 501(c)(3) organization. Using the skills and efforts of thousands of volunteers as well as both part-time and full-time staff, ASP provides housing services to low-income households in the Central Appalachian regions of West Virginia, Virginia, Tennessee, North Carolina and Kentucky.

Persons desiring employment with ASP must have a personal commitment to Christian faith and service to others. ASP does not require, as a condition of employment, membership in or profession of a specific denominational theology. ASP goes to our brothers and sisters in a spirit of Christian love and service and accepts them right where they are, just the way they are. ASP expects each employee to be an example of this standard of Christian service.

ASP is an equal opportunity employer. No one will be discriminated against because of race, color, gender, age, sexual orientation, veteran status, or disability. Employment decisions will be based solely on qualifications for and ability to perform the duties of the position for which employment is sought.

#### Specific Conditions

##### Overview

The Director of New Build and Disaster Recovery is part of the Ministries Department and is responsible for managing both the New Build and Disaster Recovery Programs at ASP. The Director of New Build and Disaster Recovery is responsible for ensuring successful Program activities in the field. The Director of New Build and Disaster Recovery reports to the Executive Vice President/Chief Ministries Officer and supervises Program Coordinators and/or Construction Superintendents in each regional area containing a New Build or Disaster Recovery Program.

This is a full-time position based in Johnson City, Tennessee. Irregular hours may be required. This role involves extensive travel throughout ASP's service area. Any requirement for irregular hours will be discussed with the prospective employee prior to hiring.

##### Responsibilities

##### **Program Management:**

- Maintain overall responsibility for smooth running operation of the New Build and Disaster Recovery programs. Ensure all programs are performing to high quality standards, remaining on schedule, within budget and delivering on all program/funding requirements.
- Provide program analysis and decision making for efficiency and productivity.
- Ensure the utilization of systems that streamline quality performance while also mitigating risk and maximizing safety.
- Provide program management over a large and diverse service area (develop program parameters based on the unique needs in each community and disaster).
- Represent ASP's New Build and Disaster Recovery Programs at fraternal organization meetings, community gatherings, conferences and other public events as needed.
- Maintain ASP's active involvement in national and regional VOADs (Voluntary Organizations Active in Disasters)
- Analyze volunteer, family and staff feedback; plan for adjustments and improvements as needed.

#### **Program Sustainability:**

- Assist in program specific fundraising efforts and grant writing as needed.
- Ensure performance expectations from funding sources are met.
- Build upon current partnerships for volunteers, funders and community support.

#### **Financial Management:**

- Ensure all activities are fully resourced and remain within budget.
- Assist in creating annual program budget.

#### **Staff Management:**

- Directly oversee the Program Coordinators and/or Construction Superintendents for each regional office. Monitor staff responsibilities to ensure excellent performance.
- Ensure a staff structure that allows for efficient delegation of tasks.
- Provide meaningful, constructive and positive feedback to staff regularly.
  - Provide thorough written evaluations at least once a year on each direct report.
  - Provide in-person office and program evaluations on a regular basis.
- Help foster an environment for open communication among program staff.
- Serve as a positive role model for staff in community, organization, completion of tasks, and personal & professional growth.
- Support and nurture the spiritual development of all staff. Actively support the vocational discernment curriculum of any Fellows in service to the New Build and Disaster Recovery Programs through participation on the Fellows Leadership Team.

#### **Administrative:**

- Ensure the maintaining of thorough electronic and hard-copy documentation for each program.
- Ensure all funding and program documentation and reporting requirements are met.
- Ensure the program procedure manuals are kept up to date.
- Communicate relevant updates to your supervisor on a regular basis.

- Meet assigned deadlines for all tasks and projects.
- Seek out applicable training opportunities to enhance skill and knowledge.
- Adhere to overall departmental core values, expectations and budget guidelines.
- Prepare for and participate in ongoing evaluation process.

**Other Responsibilities:**

- Participate in monthly meeting (in person or via conference call) with the Ministries Department.
- Participate in continual education through classes or coaching as available and provided by ASP.
- Anything else that contributes to the smooth-running operation of the ASP ministry.

**Qualifications**

*Required*

- Desire to work in a Christian environment and passion for the mission of housing.
- Responsible work habits as outlined in the Ministries Department Core Values and Expectations (attached)
- Highly motivated, dedicated, results-based self-starter. Ability to work in a high pressure, time sensitive environment.
- Strong knowledge and expertise in the area of construction business management.
- Flexibility to work unusual hours seasonally and travel within ASP’s 5-state service area.
- Valid driver’s license and driving record that is acceptable to ASP’s insurer.
- Ability to relate well to a variety of persons.
- Excellent written and oral communication skills. Computer literacy.
- Ability to work on a team and autonomously.

*Desirable*

- Construction knowledge.
- Bachelor’s Degree.
- Experience with disaster recovery.
- Fundraising experience.
- Experience with ASP or a similar service-focused program.

**Salary and Benefits**

- Salary based on education and experience.
- Medical and dental insurance: Coverage provided by ASP. Details of coverage to be provided prior to employment.
- Enrollment in ASP retirement plan per plan requirements. Details to be provided prior to employment.
- Vehicle use: Use of an ASP vehicle for official purposes only, in accordance with vehicle use policy.

- Leave:
  - Personal: 15 days paid annually for the first two years.  
20 days paid annually after two years.  
25 days paid annually after eight years.
  - Holidays: 10 paid holidays. Christmas break, which is counted as one holiday, begins December 26 and ends January 2.
  - Sick leave: 12 paid sick days per year.
  - Weather days: CEO has the authority to close the office at any time due to inclement weather.

All employment is contingent on satisfactory results of a background check.

## **Ministries Department**

### **Core Values and Culture of Ministries Department**

- The only way you can succeed in this position is if you love your job.
- The purpose of this nonprofit is to show Christian love by helping homeowners in need and providing transformational experiences for all who come in contact with the ministry. We want to reach as many peoples as possible this year, and expand so that we can reach even more each year.
- Quality of work is extremely important. Every repair will be planned, performed and completed as if the work is being done on your house or my house. Quality is the standard for each aspect of our work, including:
  - Home repair/replacement programs
  - Facilitation of volunteers
  - Relationships/participation with community partners
  - Staff Management and co-worker relationships
  - Donor relations
- We love and value homeowners, donors and volunteers. Customer service is centrally important to everything we do. We are here to serve each other in Christian love.
  - Treat homeowners as if you were working on a family member's home.
  - There will be days that are frustrating and tiring. There may be a need to vent, but we never gossip or talk bad about volunteers, donors or homeowners.
  - We respect the commitment that volunteers, donors and homeowners have made to this program and we hold them in highest regard when representing them to the community.
- We love and value each other as staff. We are here to serve each other in Christian love.

- This is a tough job. It is of utmost importance that we support each other in our efforts.
- Treat each other like family in the office. We never gossip about co-workers; moreover, we uplift and defend each other when talking to others.
- We help each other and work as a team. The ultimate aim is to see our mission succeed.
  - Everyone has a specific job description which is the primary focus of your time and efforts throughout the day. The success of the team is contingent upon you completing the tasks assigned to your position. Someone else's job may not get done if you don't do yours.
  - Part of everyone's position description is to do anything that helps ASP succeed. From time-to-time, things come up that are not in anyone's position description, or one person has an unusually heavy workload that can be shared by others on the team. Our goal is to see homes repaired, and hopes restored, even if it takes you beyond the scope of your position, forces you to step outside of your comfort zone or requires that you help someone else do their job. "Not my job" doesn't fly in this organization.
- We value openness and tolerance of differences inside and outside of the office.
- It is important to enjoy our successes and friendships with laughter, humor and light-hearted banter. These expressions should never come at the expense of others, however, or get in the way of accomplishing the mission.
- Creativity, flexibility and autonomy are encouraged as long as the tasks /goals in each position description are being accomplished.
- Integrity and honesty are vital to the success of this organization and relationships in the office. We can't compromise integrity and honesty for the sake of expediency.

## **Expectations of Staff**

1. Come to work happy. Be encouraging and optimistic. We spend more waking time with our co-workers than with our families and want to have fun while making a difference in the lives of others.
2. Be a team player.
3. Work to make your co-workers look great.
4. Pray for every aspect of the ministry.
5. Remember we are the premier provider- we are experts in volunteer home repair services.
  - a. Professionalism is key and should always be considered the default way of approaching any situation.
  - b. Our office is striving for excellence in all we do.
6. We support each other as individuals, not just as employees or coworkers, but as friends. It is not appropriate, however, to bring drama from home into the office.
7. Deal with issues/challenges/problems proactively.
8. Treat our volunteers and donors like gold. We wouldn't have a company without them.
9. Maintain professional distance with homeowners and volunteers.

10. Dress professionally even when it is casual.
11. Use appropriate language for business.
12. Remember you represent ASP even when away from work.
13. When you're tired, take some time off...don't get burned out!
14. If you stop loving your job, come talk with management and be proactive in helping to find a solution. If it can't be resolved, please go find a job that you love. Also, please help create a smooth transition by giving adequate notice (at least two weeks, preferably a month).
15. Systems are important; things work well when we engage the tried and true procedures that are in place. Strive to contribute within the set systems established in the office. Only after you have diligently and conscientiously worked within the systems set up by those who came before you can you understand the process well enough to offer changes.
16. Be open and willing to learn during your 90 day probationary period.
  - a. As stated in number 15 above, it is imperative that you learn the current systems thoroughly, so that you will have the discernment you need to offer suggestions for their improvement.
  - b. If you see something that you would like to change, please keep notes that you can share after the probationary period is complete.
17. After the probationary period, come to us with ideas of making processes and practices even better. Never change things on your own.
  - a. Place items on the "Fix-It board" if it needs consideration from the whole team.
  - b. Speak with management during one-on-one meetings if the suggestion is not appropriate for consideration by the entire staff.
18. If you have an issue with a co-worker, resolve things among yourselves if at all possible. If it cannot be resolved, bring the conflict to your supervisor. We have zero tolerance for gossip.
19. We hired you because we believe you are smart, capable and have good judgment. Once your training period is over, we expect you to work independently and with little supervision. We are not micro-managers.