



connective

Connected, empathetic and accessible social services.

Consultant RFQ: Program Manager, Disaster Recovery

Request for Qualifications to join a dedicated pool of vetted disaster recovery consultants.

Connective is building a bench of **Program Managers for Disaster Recovery** to help transform social services into a more empathetic and accessible system in disaster-impacted communities. We are seeking candidates to design and deliver human-centered programs that turn barriers into bridges after a disaster.

This is a contingency-based consultant role. By submitting your qualifications and completing the interview process, you are joining a dedicated pool ("bench") of vetted disaster recovery professionals. Prior to an active deployment, there is no active work commitment or funding. When a major disaster occurs in 2026 or 2027 and Connective activates a response, selected members of this pool will be contacted immediately to confirm availability and fully initiate a full-time engagement for the duration of that recovery effort.

About Connective

Getting assistance is harder than it should be, and the process of asking for help is often dehumanizing and stressful. With the mounting risk of climate disasters and increasing economic pressures on low-income communities, social services are struggling to keep up. That's why we're here.

Connective is a Houston-based technology, design, and collective action nonprofit. Our mission is to transform social services into a more connected, empathetic, and accessible system. We do this by designing and delivering human-centered programs, building cutting-edge technology tools for service providers, and leading community-wide change. We envision a future where the next crisis is not an emergency, where communities are prepared, adaptable, and equipped with the tools they need when it matters most. Together with our partners, we harness the power of connection to turn barriers into bridges and expand access for all.

About You

- **Collaborative Leader:** Builds trust, facilitates partnerships, aligns diverse stakeholders toward common goals, and fosters open, constructive dialogue.
- **Adaptable Doer:** Navigates ambiguity, pivots quickly, and delivers results in dynamic environments while keeping partners informed and engaged.
- **Data-Informed Problem Solver:** Uses data and analysis tools to understand issues, make decisions, and present insights that drive action.

- **Product-Minded:** Translates program requirements into clear technical specifications and works with technical teams to ensure successful implementation.
- **Systems Thinker:** Sees the big picture while managing the details that make programs succeed, connecting daily tasks to broader objectives and articulating priorities to stakeholders.
- **Equity Champion:** Centers the voices of historically marginalized communities and acts against systemic barriers.
- **User-Centered Designer:** Applies (or is eager to learn) design thinking, empathizes with those navigating complex systems, and communicates clearly to improve the end-user experience.

What You'll Do

1. Recovery Program Scoping and Design

You will rapidly evaluate local impacts, local constraints, and delivery capacity across key recovery systems like housing and emergency financial assistance to shape an effective disaster response.

- **Local Assessment:** Evaluate local factors such as construction market conditions, permitting, temporary housing availability, FEMA/insurance timelines, and resident barriers to help.
- **Strategic Recommendations:** Recommend which programs, coordination strategies, and service models to launch—and which not to launch—based on community need and funding.
- **Policy & Workflow Creation:** Design program policies covering eligibility, prioritization, documentation standards, payment structures, fraud prevention, and appeals.
- **Equity-Centered Prioritization:** Ensure program architectures prioritize households most severely impacted and least served by traditional recovery systems.
- **User Experience Design:** Think critically about the end-user experience, both related to client interactions with technology and how the people trying to help clients interact with that technology.

2. Implementation and Operations Management

You will serve as the primary engine driving program execution, establishing operational discipline, and aligning diverse stakeholders under a unified delivery framework.

- **Execution Mapping:** Build and maintain an active implementation plan with clear milestones, owners, dependencies, and risks.
- **Performance Tracking:** Define clear program goals and performance metrics (speed, throughput, quality, equity, and budget discipline), track progress against them, and drive corrective actions when targets are slipping.
- **Point of Contact:** Serve as a primary point of contact for partner engagement and operational problem-solving.

- **Partner Coordination:** Support partner onboarding, manage contracts/operating agreements, and lead disciplined implementation cadences (cohort meetings, one-on-ones).
- **Change Management:** Facilitate and lead change management efforts with partner organizations in a collective action model.

3. Systems, Data, and Continuous Improvement

You will partner closely with Connective's technology teams to translate client design needs into technical requirements, using data to continually improve the end-user experience.

- **Tech Stack Alignment:** Align program workflows with Connective's case management technology stack (often Salesforce and related tools), establishing the minimum viable reporting packages for leadership and funders.
- **Bottleneck Mitigation:** Proactively use data to identify bottlenecks, inequities, and operational failure points, proposing immediate mitigation strategies. Identify operational risks early (capacity shortfalls, contractor constraints, fraud risk, process breakdowns) and propose mitigation.
- **Knowledge Management:** Maintain living playbooks, SOPs, templates, and version-controlled decision logs to ensure programs are transparent, transferable, and auditable. Track program changes over time (policy updates, documentation requirements, vendor changes) and manage version control.
- **Cross-Team Collaboration:** Collaborate closely with the technology, data, and CRM configuration teams to set a product vision and provide continuous feedback for seamless integration and functionality.

Qualifications

- **Experience & Education:**
 - 4+ years of relevant experience in disaster recovery programs, housing assistance, financial assistance, or adjacent complex human services implementation (government, nonprofit, philanthropy, or consulting).
 - Demonstrated ability to design and run programs end to end (not just write recommendations) including documenting and optimizing operational processes and translating messy real-world workflows into clear, repeatable systems.
- **Required Qualifications:**
 - Experience managing stakeholders across organizations, including funders, government entities, vendors, and community partners.
 - Proven success collaborating with senior-level stakeholders across nonprofit, government, and/or philanthropic sectors.
 - Proficiency with data analysis tools (e.g., Excel formulas, lookups, PivotTables) and ability to translate program needs into technical requirements.
 - Comfort working with case management and reporting systems (Salesforce experience is a plus), and the discipline to maintain clean operational documentation.

- Clear communication skills, including writing, facilitation, and presenting tradeoffs to leadership.
- Ability to travel on short notice in 2026 or 2027 when needed.
- **Preferred Qualifications:**
 - Familiarity with FEMA IA/IHP, SBA, insurance dynamics, construction reimbursement models, or housing repair program design.
 - Boots-on-the-ground experience in disaster recovery contexts.
 - Experience building partner networks and managing subgrantees or implementing partners.
 - Experience using human-centered design methods, collective impact models, and change management approaches for social impact.

Compensation, Travel & Work Requirements

- **Compensation:** Activated Program Managers will receive a \$7,500 to \$10,000 monthly retainer, depending on depth of experience and unique qualifications. Candidates should be prepared to discuss their specific requirements during informational interviews so rates are pre-negotiated before activation is necessary.
- **Travel Expectations:** Extensive travel and on-the-ground deployment to the disaster locale are required during the first 3 months of activation. Following the initial ramp period, travel expectations remain up to 50% for the remainder of the deployment duration to maintain situational awareness and stakeholder alignment.
- **Equipment:** The Consultant shall be solely responsible for providing, maintaining, and operating all computer hardware, software, telecommunications equipment, and other tools or technical resources necessary to perform the services outlined under this Agreement. The Consultant represents and warrants that all personal and professional equipment utilized in the execution of the services is secure, properly licensed, and compliant with standard data security and privacy protocols.
- **Come as You Are:** Connective is firmly committed to building a diverse team that reflects the communities we serve. We value your unique experiences and strongly encourage people of color, LGBTQ+ individuals, women, minorities, people with disabilities, system-impacted people, veterans, and people of all ages to apply. Connective is an equal opportunity employer.

How To Apply

If you are interested in applying, email info@connectivetx.org with the following information:

- The position title you are interested in.
- A short paragraph (max 200 words) explaining why you are interested in the **Connective Consultants: Program Manager, Disaster Recovery** position.
- A current resume or CV.

Based on the information shared via email, Connective may contact candidates for informational interviews with the Connective team. If, after these interviews, joining the bench of professionals for 2026 and 2027 is mutually agreeable, Connective will then negotiate and draft a scope of work and contract with the consultants that can be easily activated in the event of a disaster.