

## Onboarding Coordinator

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### The Organization

Shelter Movers is a national, volunteer-powered charitable organization providing moving and storage services at no cost to individuals and families fleeing abuse. We collaborate with local businesses and community agencies to support people, primarily women and children, as they transition to a life free of violence. Every year, in collaboration with community partners, our volunteer teams contribute over 31,000 hours to support people transitioning to lives free of violence and abuse.

Volunteering at Shelter Movers means contributing to a mission that will make a meaningful impact on families experiencing abuse and supporting survivors as they transition to a life free of violence. It also means playing a tangible role in breaking the cycle of gender-based violence in Canada. We are growing and looking to add caring, compassionate, and dependable people to our team.

### The Role

As an Onboarding Coordinator you will ensure that both Shelter Movers organizational needs and individual volunteers' needs are met as part of a positive, sustainable relationship. Contributing to our long-term strategy, and being the public's first point of contact with Shelter Movers, the Onboarding Coordinator will execute the onboarding process for new volunteer applicants.

### Impact

- You will support new volunteer applicants in having a positive experience navigating the onboarding process
- You will be the first voice and point of contact for new volunteer applicants
- By screening applicants to ensure they are a good fit for the organization and the role you will contribute to a positive volunteer culture

### Responsibilities and Accountabilities

- Respond to initial inquiries from community members that wish to volunteer
- Correspond with volunteer applicants on behalf of Shelter Movers through email and by phone
- Conduct phone interviews with new volunteer applicants and assess suitability of applicants to volunteer with Shelter Movers

- Gain familiarity with our volunteer management platform (Volunteer Hub), develop skills to check data integrity and generate reports
- Support volunteer orientations from an administrative capacity
- Assist volunteer applicants in the onboarding process while maintaining accurate and up to date information on VolunteerHub and other relevant databases
- Identify volunteer-related issues and report back to the Volunteer Services Manager
- Participate in regular check-ins with the Volunteer Services Manager

### **Skills and Qualifications**

- Reliable work habits
- Strong organizational skills
- Interest and comfort working in a virtual environment
- Comfortable navigating new technologies
- Ability to work independently and as part of a team
- Strong verbal and written communication skills.
- Excellent interpersonal skills, including managing conflict.
- Tact, discretion, high maturity level and good judgment.
- Ability to protect client and volunteer confidentiality
- Awareness of appropriate boundaries, compassion fatigue, and self-care
- Patience, empathy, emotional intelligence, active listening skills, and ability to handle difficult conversations
- Experience working with individuals from diverse backgrounds
- Strong interest in the Gender Based Violence (GBV) sector
- Ability to maintain a voice that is supportive, approachable, anti-racist, anti-oppressive, and inclusive in all areas of communication

### **Role Details**

- Approximately 4 hours/week ongoing
- This is an unpaid volunteer position

### **To Apply**

- Email your resume and interest to the Local Volunteer Services Team
- Shelter Movers volunteers must be at least 18 years of age, complete an interview process, sign a Volunteer Agreement, obtain a Criminal Record Check, and attend a Shelter Movers Orientation session.

**Equal Opportunity Statement**

*Shelter Movers is an equal volunteer opportunity charity. We welcome applicants from all backgrounds without regard to age, color, race, sex, religion or belief, national or ethnic origin, sexual orientation, gender identity or expression, marital status, family or parental status, genetic characteristics, physical or mental disability.*

*We provide employment accommodation in accordance with provincial legislation. To request reasonable accommodation, contact [nationalvolunteerservices@sheltermovers.com](mailto:nationalvolunteerservices@sheltermovers.com).*