

Volunteer Services - Engagement Coordinator

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

The Volunteer Services Engagement Coordinator will have an integral role in the engagement and retention of volunteers in their local Shelter Movers chapter. The focus of the Engagement team is to manage the onboarded volunteers' experience as they volunteer with Shelter Movers, building on the aspects of the volunteer retention and engagement program.

Responsibilities and Accountabilities

This role requires a volunteer to complete some or all of the following. Specific details of the individual's role will be outlined by the local Volunteer Services Manager and should be agreed upon by both parties prior to the commencement of the volunteer position.

- Plan and execute volunteer events with the goal of increasing volunteer engagement
 - Examples of events include trivia night, movie nights, panel discussions
- Follow the retention strategy developed by the National Volunteer Services to keep volunteers engaged with Shelter Movers
- Measure, analyze and report on Key Performance Indicators as set by the Volunteer Services Manager
 - Such as event feedback, days until First Move, number of moves per active volunteer per move, average frequency between volunteering.
- Research ways to improve volunteer retention and engagement with the Shelter Movers based on chapter needs
- Identify volunteer-related issues and report back to the Engagement Supervisor / Volunteer Services Manager
- Conduct Check-Ins with inactive volunteers to re-engage them with their volunteer role
- Have regular check-ins with the Engagement Supervisor/ Volunteer Services Manager

Skills and Qualifications

- Strong verbal and written communication skills
- Self-motivated and a positive, 'can-do' attitude
- High attention to detail
- Excellent interpersonal skills
- Strong ability to work independently and collaboratively as part of a team
- Tact, discretion, high maturity level and good judgment
- Reliable work habits and strong organizational skills.
- An interest in a wide variety of work in Volunteer Management
- Experience working with Google workspace and Zoom
- High level of comfort with engaging with volunteers and/ or the public at community events
- 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
- Ability to apply an anti-oppressive lens to engaging volunteers
- A long-term interest in the Gender Based Violence (GBV) sector, and Volunteer Management/Non-Profit Management
- A background in volunteer management or human resources is an asset.
- Previous experience in volunteer engagement and event planning are strong assets.

Impact

- You'll have the opportunity to make a positive impact helping women and families transition away from violence and abuse
- You'll gain experience in volunteer engagement and event planning, with coaching and support
- You'll receive training in preparation for your role, and have access to ongoing training opportunities
- You'll work with a great team of passionate volunteers and supporters

Role Details

- Approximately 3-5 hours per week - with the potential for an increase in hours leading up to and during an event.
- Specifics of the role will be identified by local Volunteer Services Manager based on the needs of the chapter

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