

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 Intake Coordinator is responsible for gathering all of the necessary information needed to ensure that our moves are as safe and smooth as possible. This involves answering emails and phone calls, and collecting information from referral agencies and clients using provided templates and forms. The Intake Coordinator reports to the Intake Coordination Supervisor(s).

Responsibilities and Accountabilities

- Be available and have access to a computer to answer phone calls and respond to emails within 2-3 hours on your assigned weekly shift(s)
- Follow the processes and procedures detailed in the Intake Coordination Manual
- Capture all relevant information from the Referral Agency through the Intake Form and email correspondence and record it in the Intake Log
 - Using the safety details provided by the Referral Agency, categorize the risk level of the move
 - Determine the approximate size of the move given the list of items to be moved

- Inform the Intake Coordination Supervisor(s) when the intake process is complete and a move is ready to be assigned to a Move Coordinator
- Be available to respond to any questions and address any changes or updates to specific moves from the Referral Agency
- Attend regular Intake Team meetings as instructed by the Intake Coordination Supervisor(s)
- Highly recommended to sign up as a Mover/ Driver for at least 1 move

Skills and Qualifications

- Reliable access to wifi, email, and phone
- Comfort in using technology such as Google Drive, Slack, etc.
- Strong verbal and written communication skills
- Comfort corresponding over email and talking on the phone with referral agencies and clients
- Strong ability to work independently and as part of a team.
- Ability to remain calm during potentially stressful situations
- Patience, empathy, and active listening skills
- Attention to detail, strong organizational skills, and reliable work habits
- Ability to maintain confidentiality and be trauma-informed
- Demonstrate strong knowledge and understanding of Shelter Movers' policies and procedures.
- A passion for Shelter Movers' mission of supporting individuals and families experiencing violence and abuse.
- Awareness of appropriate boundaries, compassion fatigue, and self-care.
- Experience working with individuals from diverse backgrounds
- No previous education required.
- A long-term interest in the Gender-Based Violence (GBV) sector is an asset.
- Experience in social services and the Gender-Based Violence (GBV) sector is an asset.

Role Details

- Minimum 1 shift/week, where each shift requires approximately 2-4 hours (variable by Chapter) **Please note: On your weekly shift, the work isn't necessarily continuous;*

rather, we expect you to check messages/emails and respond to them as well as log the information in our spreadsheet a minimum of 3 separate times throughout the day.

- This is a fully remote position, with occasional meetings (in-person and/or conference calls.) A minimum 4-6 month commitment is strongly preferred.
- You'll have the opportunity to make a positive impact helping individuals and families transition away from violence/abuse.
- You'll gain experience in the operations of a social service agency, including service coordination and direct client interaction.
- 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.
- After 3 months of satisfactory service, a confirmation of volunteering can be provided; After 6 months, we'd be happy to provide a personalized reference letter.
- 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.

Note that the successful candidate will be subject to completion of a criminal background check.

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