

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 Move Coordinator is an integral part of the Operations team, planning and coordinating all details of a move as well as providing on-call support on the day of a move. This role is completely remote. The Move Coordinator corresponds with the client (typically over the phone), ensures volunteer teams are prepared, and that the move goes smoothly, including responding to and problem-solving unforeseen challenges on the day of the move. Move Coordination Supervisor(s) and the Operations Manager will provide ongoing support to Move Coordinators throughout the coordination process.

Responsibilities and Accountabilities

- Reach out to the client over the phone within 24 hours of being assigned the move to confirm all details, explain next steps and address any questions/concerns from the client
- Communicate with the Move Coordination Supervisor(s) to recruit an appropriate team of volunteers
- Coordinate move logistics, including (but not limited to) vehicle reservations, storage arrangements, and scheduling of private security or police

- Complete a customized itinerary for the move (using a provided template)
- Be “on call” (reachable by phone) throughout the duration of the move to support the Lead Mover with any unexpected challenges.
- Report back to the Move Coordination Supervisor(s) after each move to debrief
- Use patience, empathy, and active listening skills in all interactions with clients and volunteers
- Have regular check-ins with your Move Coordination Supervisor(s)
- Attend regular Move Coordination Team meetings as instructed by the Move Coordination Supervisor(s)
- Follow the processes and procedures detailed in the Move Coordination Manual
- Highly recommended to sign up as a Mover/Driver for a least 1 move

Skills and Qualifications

- Reliable access to wifi, email and phone
- Comfort in using technology such as Google Drive, Zoom, etc.
- Strong verbal and written communication skills
- Comfort talking on the phone with clients and volunteers
- 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 demonstrate strong problem-solving and decision-making skills; Flexible and able to adapt to change
- 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.
- Experience or strong interest in social services and the Gender-Based Violence (GBV) sector is an asset.

- Project management, event planning, and/or customer service experience is an asset

Role Details

- Approximately 3-4 hours of planning (over the course of a few days) and 4-5 hours of 'on-call' availability per move. The expectation is to coordinate a minimum of 1 move per month. The first few moves may take longer to coordinate as you are getting accustomed to the process.

**Please note: the work of a Move Coordinator isn't performed in a single or continuous 'shift'; rather, it involves communication with the client over the phone and planning at your convenience. Typically this planning stage spans approximately 5 to 10 days prior to the move. Then, on the day of the move we ask you to be 'on-call', or available and reachable by phone should any issues arise during the move.*

- This is a fully remote position, with occasional meetings (in-person and/or conference calls.) A 4-6 month commitment is strongly preferred.
- You'll have the opportunity to make a positive impact helping women and children 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