

## **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 Scheduling Coordinator is responsible for supporting with recruiting volunteers for upcoming moves and responding in a timely and professional manner to any volunteer inquiries regarding the scheduling of the moves on the go. The Operations Manager and Associate Operations Manager will be available to support and instruct the Scheduling Coordinator on any additional tasks that arise.

## **Responsibilities and Accountabilities**

- Create engaging 'Call to Action' (CTA) email campaigns (using a template) to send to volunteers, including relevant information about upcoming moves;
- Create/ amend Move Events in VolunteerHub (our volunteer management software);
- Record any cancellations of/ by volunteers as well as any first time movers who sign up for moves into the Ongoing Moves spreadsheet using details from Volunteer Hub;
- Monitor the scheduling email inbox and respond to volunteers' inquiries promptly
- Attend regular Scheduling Team meetings as instructed by the Operations Manager;
- Sign up as a Mover/Driver for at least 1 move is highly recommended

## **Skills and Qualifications**

- Reliable access to wifi and email;
- Comfortable using technology such as Google Drive, Slack, Mailchimp, etc.;
- Strong verbal and written communication skills;
- Comfortable corresponding over email with volunteers;
- Strong ability to work independently and as part of a team;
- Attention to detail, strong organizational skills, and consistent work habits;
- 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.
- Experience working with individuals from diverse backgrounds
- No previous education required.
- An interest in the Gender-Based Violence (GBV) sector is an asset.

## **Role Details**

- Minimum 2 daily shift/ week, where each shift requires approximately 1-2 hours (variable by Chapter)  
\*Please note: On your weekly shift(s), the work isn't necessarily continuous; rather, we expect you to check the inbox and respond to emails as well as log the volunteer signups in our spreadsheet a minimum of 3 separate times throughout the day.
- This is a fully remote volunteer position. A 4-6 month commitment is strongly preferred.
- You'll have the opportunity to make a positive impact on helping individuals and families transition away from violence and abuse.
- 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, we can provide confirmation of volunteer service; After 6 months, we can 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, colour, race, sex, religion or belief, national or ethnic origin, sexual orientation, gender identity or expression, marital status, family or parental status, genetic characteristics, or 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)*