

Intake Coordinato

About Us

Shelter Movers provides moving and storage services at no cost to women and children fleeing abuse. We are the only organization of our kind in Canada, and our volunteers are no less exceptional. We are growing and looking to add caring and compassionate people to our volunteer team.

Position Summary

The Intake Coordinator gathers information to help moves happen safely and smoothly. This involves answering emails and phone calls, and collecting information using templates. When the intake process is complete, the Intake Coordinator reports to the Intake Manager who will assign the move to a Move Coordinator. This role requires professionalism, strong communication skills (by email and phone), and an ability to serve clients with patience and empathy while looking for solutions and managing expectations. An ability to remain calm in stressful situations, awareness of compassion fatigue and self-care, and maintaining communication with your team, are essential skills for the Intake Coordinator. Experience in social services and the Violence Against Women (VAW) sector is an asset, but not required. We will provide training and ongoing support.

Responsibilities

- Being 'on call' during your intake shift to answer phone calls and respond to emails within a set timeframe.
- Asking case workers and clients questions from the intake template related to logistics and safety in move planning (i.e. contact info, date/time, access to apartment/elevator, etc.)
- Using patience, empathy, and active listening skills in serving people under stress.
- Being aware of compassion fatigue, self-care, and working safely.
- Informing the Intake Manager when the intake process is complete and a move is ready to be assigned to a Move Coordinator.

Time Commitment

One 'on call' shift a week, generally 10:00am to 6:00pm, any day of the week. Please note: an 'on call' shift means that the work isn't continuous; it's more a matter of answering messages within a set timeframe during your shift. This is a work-from-home position, with occasional meetings (in-person and/or conference calls.) A 3 to 6 month commitment is strongly preferred.

Essential Skills and Knowledge

- Strong communication skills (email and phone.)
- Patience, empathy, and active listening skills.
- Ability to remain calm in stressful situations.
- Awareness of appropriate boundaries, compassion fatigue, and self-care.

- Attention to detail and consistent follow-up.
- Reliable work habits.

Other Requirements

Shelter Movers volunteers must be at least 18 years of age, complete an interview process, sign a confidentiality agreement, obtain a police reference check, and attend a Trauma-Informed Care Orientation session. Those interested in becoming Lead Movers will be completing additional role-specific training.

Benefits

- You'll have the opportunity to make a positive impact on helping women and families transition away from violence and 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.
- After 3 months of satisfactory service, we can provide confirmation of volunteer service. After 6 months, we can provide a personalized reference letter.

How to Apply

If interested, please send a brief description outlining your interest as well as your resume to Volunteer Services at volunteerGTA@sheltermovers.com