

## Lead Mover

<p><b>About Shelter Movers:</b></p>	<p>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. Every year, in collaboration with community partners, our volunteer teams contribute over 15,000 hours to support people transitioning to lives free of violence and abuse.</p> <p>Shelter Movers Greater Toronto has been operational since 2016 and has completed over 1000 moves to date. We are growing and looking to add caring and compassionate people to our volunteer team.</p> <p>We at Shelter Movers continue to operate and provide our unique moving and storage services at this time. We have implemented stringent measures in place to protect our volunteers, partners, and clients. While we all do our part to slow the spread of COVID-19 and stay home, we must remember that home isn't a safe place for many. Those experiencing abuse may have to spend more time with their abuser in an unsafe, confined space as well as potentially losing their job and the financial independence that comes with it. There have been published articles that highlight mandatory social distancing measures that place individuals experiencing abuse at a greater risk than pre-pandemic.</p>
<p><b>Position Summary:</b></p>	<p>In addition to the duties of a Mover/Driver Volunteer, a Lead Mover is the direct contact between the <b>Move Coordinator</b> and the move team. The Lead Mover is responsible for representing Shelter Movers and its policies and procedures during a move, and leading the move team to success.</p>
<p><b>Responsibilities</b></p>	<ul style="list-style-type: none"> <li>- Read over the itinerary in detail and review the Lead Mover-specific notes from <b>Move Coordinator prior to the move</b></li> <li>- Meet movers/drivers at the arranged time and place, and maintain communications with movers/drivers throughout the move</li> <li>- Engage with police/security when they arrive and throughout the move</li> <li>- Continuously conduct risk assessments throughout a move</li> <li>- Maintain client confidentiality and provide trauma-informed care to all clients</li> <li>- Explain, in plain yet clear language, the Client Waiver to client</li> <li>- Ensure client is comfortable and understands the move process by checking-in with them often throughout the move</li> <li>- Transport client's personal belongings to predetermined location(s) (client's children may accompany some of the moves) - vehicles are provided</li> <li>- Connect with <b>Move Coordinator</b> when there are any concerns that the manageable risks of the move may become unmanageable</li> <li>- Inform <b>Move Coordinator</b> of any abrupt changes made during move</li> <li>- Inform Movers of any changes to the risk assessment made during a move</li> <li>- If Client's belongings are going to SM storage, ensure Client's belongings are appropriately labeled. Fill out Storage Inventory Checklist + ensure client reviews &amp; 'signs' the Storage Agreement (part 1 of the Storage Inventory Form)</li> <li>- Photograph and email/ slack the Volunteer and Client Waivers to <b>Move Coordinator</b></li> <li>- Uphold Shelter Movers' protocols and procedures</li> </ul>
<p><b>Time commitment:</b></p>	<p>Flexible scheduling. Time commitment is based on a per-move basis, same as a mover/driver role. Volunteers can work around their schedule and sign up for moves based on their availability.</p>

	A minimum of 1-2 moves a month, or 4-8 hours per month, is encouraged. This is an unpaid volunteer position.
<b>Essential skills &amp; knowledge:</b>	<ul style="list-style-type: none"> <li>- Have been recommended and approved by other Lead Movers and/or executive team.</li> <li>- Has experience with Shelter Movers moves.</li> <li>- Demonstrate strong knowledge and understanding of Shelter Movers' policies and procedures.</li> <li>- Able to lift moderately heavy boxes/furniture, min. 20lbs.</li> <li>- Friendly and sociable, with excellent interpersonal and communication skills.</li> <li>- Ability to demonstrate strong problem-solving and decision-making skills.</li> <li>- Ability to remain calm during potentially stressful situations.</li> <li>- Strong communication skills.</li> <li>- Able to maintain confidentiality and provide trauma-informed care to clients.</li> <li>- Strong ability to work as part of a team.</li> <li>- Flexible and adaptable to change.</li> <li>- A passion for Shelter Movers' mission of supporting women and children fleeing violence and abuse.</li> <li>- Tact, discretion, high maturity level and good judgement.</li> <li>- Ability to protect client confidentiality.</li> <li>- Patience, empathy, and active listening skills</li> <li>- Awareness of appropriate boundaries, compassion fatigue, and self-care.</li> <li>- Experience working with individuals from diverse backgrounds.</li> <li>- No previous education is required.</li> <li>- A long-term interest in the Violence Against Women (VAW) sector an asset.</li> <li>- Ability to speak additional languages an asset.</li> </ul>
<b>Other requirements:</b>	Shelter Movers volunteers must be at least 18 years of age, complete an interview process, sign a confidentiality agreement, complete and pass a police reference check, and attend a Trauma-Informed Care Orientation session.
<b>As a Lead Mover at Shelter Movers:</b>	<ul style="list-style-type: none"> <li>- You'll have the opportunity to make a positive impact helping women and families transition away from violence and abuse.</li> <li>- You'll gain hands-on experience on the front lines of our organization, providing moving and storage services for our clients.</li> <li>- You'll receive training in preparation for your role, and have access to ongoing training opportunities.</li> <li>- You'll work with a great team of passionate volunteers and supporters.</li> <li>- After 3 months of satisfactory service (ie. lead movers who lead at least 3 moves within the previous 3 months), a confirmation of volunteering can be provided. After 6 months, we'd be happy to provide a personalized reference letter.</li> </ul>
<b>How to Apply:</b>	If interested, please send a brief description outlining your interest as well as your resume to Volunteer Services at <a href="mailto:volunteerGTA@sheltermovers.com">volunteerGTA@sheltermovers.com</a> .

**Disclaimer:**

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

## Description du rôle - Déménageur en chef

En plus des tâches courantes effectuées par les bénévoles affectés aux déménagements, le **Déménageur en chef** est le contact direct entre le coordonnateur des déménagements et l'équipe des déménagements. Le **Déménageur en chef** agit comme représentant de TS et de ses politiques et procédures lors d'un déménagement.

- Obtenir les détails du déménagement auprès du coordonnateur des déménagements;
- Engager le dialogue avec la police et les services de sécurité dès leur arrivée;
- Procéder à l'évaluation continue des risques tout au long d'un déménagement;
- Fournir des soins en tenant compte des traumatismes et respecter la confidentialité des clients;
- Expliquer au client, dans un langage simple, mais clair, le contenu du formulaire de renonciation;
- Veiller à ce que le client soit à l'aise et comprenne le processus de déménagement;
- Communiquer avec le coordonnateur des déménagements si les risques gérables du déménagement deviennent ingérables;
- Informer le coordonnateur des déménagements de tout changement soudain survenu pendant le déménagement;
- Informer les déménageurs de toute modification apportée à l'évaluation des risques lors d'un déménagement;
- Si les biens du client doivent être entreposés dans un lieu d'entreposage de Transit Secours, s'assurer que les biens du client sont correctement entreposés et inventoriés;
- Photographier et envoyer par courriel au coordonnateur des déménagements les formulaires de renonciations des bénévoles et des clients;
- Être en mesure de soulever des boîtes et des meubles modérément lourds;
- Être amical et sociable;
- Posséder d'excellentes capacités de jugement;
- Avoir une capacité à faire face à des situations potentiellement stressantes;
- Posséder d'excellentes compétences en matière de communication;
- Faire preuve de souplesse et d'adaptation au changement;
- La connaissance d'autres langues constitue un atout;
- Capacité à respecter le caractère de confidentialité et à fournir aux clients des soins en tenant compte des traumatismes;
- Avoir de l'expérience chez Transit Secours;
- Faire preuve d'un bon jugement lors des déménagements;
- Participer à la formation à l'intention des responsables des déménagements d'une durée d'une heure, dispensée par Transit Secours;
- Démontrer une bonne connaissance et compréhension des politiques et procédures de TS;
- Effectuer une vérification du casier judiciaire;
- Effectuer des contrôles réguliers auprès du personnel de TS pour soutenir l'apprentissage et la gestion des performances.