

Move Coordinator

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 Move Coordinator is an integral part of the Operations team, planning and coordinating all details of the move and being on-call support on the day of a move. The Move Coordinator ensures volunteer teams are assembled and that moves go smoothly, including responding to and problem-solving unforeseen challenges.

Responsibilities

- Reach out to the client within 24 hours of being assigned the move to confirm all details of the move, explain next steps and address any questions/concerns from the client
- Communicate with Lead Move Coordinators and Scheduling Team members to secure appropriate volunteers
- Coordinate move logistics, including (but not limited to) vehicle reservations, storage arrangements, and scheduling of private security or police
- Create a personalized itinerary for the move detailing all information required by volunteers and
- share required information with other parties involved (i.e. client, referral agency, security)
- Be “on call” throughout the duration of the move to support the Lead Mover with any unexpected challenges
- Use patience, empathy, and active listening skills in serving clients and volunteers
- Have regular check-ins with Shelter Movers staff
- Follow the Move Coordination Manual
- Report back to Lead Move Coordinator and Move Coordination Supervisor after each move

Time Commitment

A minimum of one-year commitment, coordinating at least two moves per month. It takes approximately 6-8 hours per week for each move coordination. The work of move coordination is task-based. It isn't performed in a single continuous 'shift'; it involves communication and responding to messages while you are actively coordinating a move. Please note that there will be a probation period of 2 months (3 moves) for this role.

Essential Skills and Knowledge

- Attention to detail, strong organizational skills, and reliable work habits.
- Strong ability to work independently and as part of a team.
- Ability to demonstrate strong problem-solving and decision-making skills.
- Strong verbal and written communication skills.
- Ability to remain calm during potentially stressful situations.
- Access to email and phone.
- Flexible and able to adapt to change.
- Ability to maintain confidentiality and provide trauma-informed care to clients.
- Demonstrate strong knowledge and understanding of Shelter Movers' policies and procedures.
- A passion for Shelter Movers' mission of supporting women and children fleeing violence and abuse.
- Tact, discretion, high maturity level and good judgement.
- Ability to protect client and volunteer confidentiality.
- Patience, empathy, and active listening skills
- Awareness of appropriate boundaries, compassion fatigue, and self-care.
- Experience working with individuals from diverse backgrounds.
- Experience in social services and the Violence Against Women (VAW) sector an asset.
- Ability to speak additional languages is an asset.

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. Move Coordinators 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

