

## Scheduling 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

Scheduling Coordinators recruit volunteers to join move teams, working from Shelter Movers Greater Toronto's database of active volunteers to create, send, and respond to emails. They are the 'voice' of Shelter Movers Greater Toronto in our volunteers' inboxes, sharing opportunities to help with positivity, encouragement, a sense of purpose, and the joy of our work.

### Responsibilities

- Create 'Call to Action' email content to send to volunteers, including relevant information about upcoming moves
- Update the Mover Availability Calendar with volunteers' availability
- Monitor email inbox and respond to onboarded volunteers responding to Call To Action emails
- Send and respond to emails regarding scheduling updates
- Follow-up with volunteers' communications with consistency and timeliness
- Work with Move Coordination Supervisor and other Scheduling Coordinators
- Have regular check-ins with Shelter Movers staff

### Time Commitment

Approximately 6-8 hours a day. This is an unpaid remote volunteer position. A 3 to 6 month commitment is required. Please note: scheduling responsibilities are not performed in a single continuous 'shift'; it involves communication and responding to messages during your chosen work hours. Based on your availability, you will be assigned specific days (1-3) for which you will be responsible to perform the Scheduling Coordinator role duties.

### Essential Skills and Knowledge

- Friendly and sociable, with excellent interpersonal skills.
- Strong verbal and written communication skills.
- Strong ability to work independently and as part of a team.
- Ability to remain calm during potentially stressful situations.
- Access to email and phone.
- Attention to detail, strong organizational skills, and reliable work habits.
- 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.
- Ability to demonstrate strong problem-solving and decision-making skills.

#### **The Ideal Scheduling Coordinator will have**

- 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, intake coordination, case management, and the Violence Against Women (VAW) sector a strong 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. Scheduling 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](mailto:volunteerGTA@sheltermovers.com)