

# Volunteer Services Coordinator

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## 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

Volunteer Services Recruitment Coordinators ensure that both Shelter Movers Greater Toronto's organizational needs and individual volunteers' needs are met as part of a positive, sustainable relationship. This involves recruitment, training, and support of volunteers, administrative/office duties, program evaluation, celebrating volunteer achievements, advocating for volunteers within the organization, contributing to our long-term strategy, and being the public's first point of contact with Shelter Movers Greater Toronto.

## Responsibilities

- Communicate with volunteer applicants on behalf of Shelter Movers
- Conduct phone interviews with volunteer applicants and assess suitability of applicant to volunteer with Shelter Movers
- Gain familiarity with our volunteer management platform (Volunteer Hub), develop skills to check data integrity and generate reports
- Support volunteer orientations from an administrative capacity
- Assist volunteer applicants in the onboarding process while updating information on VolunteerHub and other relevant databases
- Identify volunteer-related issues and reporting back to the Volunteer Services Manager
- Assist with special projects and activities (occasionally in person)
- Have regular check-ins with the Volunteer Services Manager.

## Time Commitment

Approximately 6-8 hours per week. Volunteer Services Coordination is task-based. Based on your availability, you will be assigned specific days (1-3) for which you will be responsible to perform the duties required, including but not limited to answering emails, conducting interviews, and engaging in special projects.

## Essential Skills and Knowledge

- Reliable work habits
- Strong organizational skills
- Interest in a wide variety of work in Volunteer Management
- Ability to work as part of a team.

- Strong verbal and written communication skills.
- Excellent interpersonal skills, including managing conflict.
- Tact, discretion, high maturity level and good judgement.
- Ability to protect client and volunteer confidentiality
- Awareness of appropriate boundaries, compassion fatigue, and self-care
- Patience, empathy, emotional intelligence, active listening skills, and ability to handle difficult conversations
- Experience working with individuals from diverse backgrounds
- Ability to apply an anti-oppressive lens to engaging volunteers
- Long-term interest in the Violence Against Women (VAW) sector, and Volunteer Management/Non-Profit Management

### **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. Volunteer Services 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)