

Job Title	Volunteer Services Manager
Function	Volunteer Services
Location	Vancouver, BC
Typically reports to	National VS Director
Status	Part Time

About Shelter Movers

Shelter Movers provides moving and storage services at no cost to women and children fleeing abuse. We are the only service of this 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.

The Role:

The Volunteer Services Manager leads a team of volunteers to develop and execute Chapter-specific Volunteer Services strategy. The VS Manager works collaboratively with the National Volunteer Services team to realize Shelter Movers' mission, supporting survivors of abuse.

What you'll be responsible for:

- Report directly to the Chapter Director and National Volunteer Services Director
- Provide critical updates regarding Volunteer Services to the Chapter Director
- Plan and execute volunteer onboarding, engagement and offboarding procedures locally to meet the chapter's operational needs
- Provide supervision and support to the Volunteer Services team in all areas of volunteer onboarding, engagement, and offboarding;
- Provide applicable training to Volunteer Services team members in order to effectively carry out the different functions of the team;
- Analyze key performance indicators to understand volunteer attrition;
- Create and provide reports and statistics where necessary to demonstrate the effectiveness of current policies and procedures;
- Implement improvements to processes to further efficiency and experience of current and future volunteers;
- Participate in National Volunteer Services team meetings and provide feedback on national initiatives and procedural changes;
- Manage ongoing and temporary projects (e.g., student placement programs) as needed;
- Update and refine volunteer orientation presentation as necessary and be available to facilitate when needed;
- Available to assist as a backup in the different functions when necessary.

We are looking for someone who has:

- Demonstrated success in a senior organizational leadership role, preferably in the nonprofit sector
- Strong analytical, problem-solving skills with the ability to manage multiple projects under tight timelines
- Strong communication skills - verbal and written

- Advanced interpersonal skills in a professional, outgoing manner
- Collaborative and compassionate leadership style to build trust and inspire others to achieve common goals
- Experience managing large teams (over 20 staff) using volunteer management approaches
- Excellent judgement in setting priorities, problem, and solution identification
- Proven record executing fundraising campaigns and events
- Grant writing experience is an asset
- Able to engage in organizational and system-level strategic visioning and planning
- Budget development experience, ability to understand a financial statement
- Advanced verbal and written communication and negotiation skills
- French - English university level verbal is an asset
- Acts ethically and strives for integrity and excellence in all areas of responsibility
- Advanced understanding and interest in gender studies, including anti-racist, anti-oppressive frameworks and intersectionality of challenges faced by women and particularly survivors of abuse in the local community

Note that the successful candidate will be subject to successful completion of a criminal background check and reference check.

Shelter Movers is an equal opportunity employer. Racialized women, women who identify as LGBTQ+, and women living with a disability are particularly encouraged to apply for this position.

Role Details

- 21 hours per week, including daytime and some evening meetings
- 12 month contract position (3 month probationary period)
- Travel to established chapter location expected
- Competitive compensation is provided according to skills and experience

Application Process

- Send Resume/CV and Cover Letter to HR@Sheltermovers.com with Subject: Application for VS Manager - Vancouver
- We thank all applicants for showing an interest in this position. Only those selected for an interview will be contacted.

Covid-19 Considerations

Shelter Movers continues to operate and provide our unique moving and storage services, notwithstanding the COVID-19 pandemic. We have implemented stringent safety measures to protect our volunteers, staff, partners, and clients that is outlined in our website. 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 in isolation with their abuser. Job loss and financial insecurity have also become more prevalent during the pandemic, statistically leading to an increase in gender-based violence. Shelter Movers has experienced a 30% increase in the demands for our services since the beginning of the pandemic.

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.

Revision Number	2.0
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