

Operations Manager - Shelter Movers Waterloo Region

Role Description

The Organization:

Shelter Movers provides moving and storage services at no cost to women and families 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.

Shelter Movers Waterloo Region has been operational since December 2020 and has completed over 50 moves to date. We are growing and looking to add caring and compassionate people to our team.

The Role

The Operations Manager reports directly to the local Chapter Director and National Director of Operations. This role oversees all aspects of the moving and storage operations of Shelter Movers and works closely with the local team to ensure smooth operations.

What you'll be Responsible for:

- Meeting regularly with senior leadership to provide critical updates, reports, and statistics where necessary to demonstrate the effectiveness of current operational policies and procedures
- The dissemination and understanding of all Operational procedures and policies to team supervisors
- Supervising and supporting supervisors of the Intake, Move Coordination, and Scheduling, and Lead Movers teams
- Chairing regular Operations meetings with Intake Supervisor, Move Coordination Supervisor, Lead Mover Supervisor, and any other relevant staff to review operational procedures and address and operational concerns
- Being available by phone and on Slack to Intake, Move Coordination, Lead Mover, and Scheduling teams to discuss any urgent operational issues
- Developing and maintaining relationships with shelters and other referral agencies by delivering informational presentations, checking in with agency managers routinely and directly addressing concerns when they arise
- Developing and maintaining relationships with operational partners (i.e. vehicle rental company, storage company, security company, translation services, pet fostering) by delivering informational presentations, checking in with company managers routinely and directly addressing concerns when they arise
- Managing ongoing and temporary projects (i.e student placements) as needed
- Working closely with Volunteer Services Manager to coordinate recruitment efforts, including identifying operational roles and creating appropriate job descriptions



- Supporting VS in new volunteer onboarding by providing updated information for volunteer orientation presentations as needed
- Implementing improvements to operational procedures that continue to enhance operational performance
- Maintaining local sections of the operational manuals (Intake, MC)
- Ongoing maintenance and documentation of applicable training for Intake, MCs, Scheduling, and LMs
- Available as a backup to any local operational roles as needed, including on moves

We're looking for someone who has:

- Strong communication and problem-solving skills
- The ability to maintain a voice that is supportive, approachable, anti-racist, anti-oppressive, inclusive and accurate in all areas of communication
- Thorough knowledge of the organization's goals, policies, and procedures
- Knowledge of the Violence Against Women sector, specifically women's shelters
- Knowledge of Shelter Movers' operational philosophy and procedures
- Comfortable remotely leading large teams
- Strong ethics and strives for integrity and excellence in all areas of responsibility
- Strong organizational skills and reliable work habits

Role Details:

- Paid position
- 14h/week
- 1 year contract with a 90 day probationary period

To Apply

- Email your resume and cover letter to hr@sheltermovers.com
- Deadline to apply: Sept 12, 2021

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. To request reasonable accommodation, contact hr@sheltermovers.com.

Covid-19 Hiring Statement

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.



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.