

## **Volunteer Services Manager - Nova Scotia**

### **Role Description**

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#### **The Organization**

Shelter Movers is a national, volunteer-powered charitable organization providing moving and storage services at no cost to survivors fleeing abuse. We are the only service of this kind in Canada. Every year, in collaboration with business partners and community agencies, our teams contribute over 70,000 hours to support families transitioning to a life free of violence.

Shelter Movers was founded in 2016 and currently serves families experiencing abuse in Vancouver, Waterloo, Toronto, Ottawa, Montreal, and Nova Scotia. We are growing and looking to add caring and compassionate people to our team.

#### **The Role**

The Volunteer Services Manager reports directly to the Chapter Director and National Volunteer Services Director and 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.

#### **Responsibilities and Accountabilities**

- Plan and execute volunteer onboarding, engagement/retention and facilitation 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/ retention and facilitation
- 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
- Execute and manage activities outlined in the Volunteer Services Road Map based on the National Strategic Plan
- 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

#### **Qualifications**

- Demonstrated success in a leadership role, preferably in the nonprofit sector
- Experience managing large remote teams using volunteer management approaches

- Strong analytical, problem-solving skills with the ability to manage multiple projects under tight timelines
- A collaborative and compassionate leadership style to build trust and inspire others to achieve common goals
- Excellent judgment in setting priorities, problem, and solution identification
- Advanced verbal and written communication skills
- French - English university level verbal is an asset
- 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 an asset
- Strong ethics and strives for integrity and excellence in all areas of responsibility
- Strong organizational skills and reliable work habits
- Access to a vehicle is an asset

### **Role Details:**

- Paid position
- Flexible 21 hours per week, some evenings and weekends required as needed
- Eligible for Benefits

### **To Apply**

- Email your resume and cover letter to [hr@sheltermovers.com](mailto:hr@sheltermovers.com)

*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](mailto: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.