

Volunteer Services Manager - Ottawa

The Organization

Shelter Movers is a national, volunteer-powered charitable organization providing moving and storage services at no cost to individuals and families fleeing abuse. We collaborate with local businesses and community agencies to support people, primarily women and children, as they transition to a life free of violence.

Working at Shelter Movers means contributing to a mission that will make a meaningful impact on families experiencing abuse and supporting survivors as they transition to a life free of violence. It also means playing a role in ending gender-based violence. We are growing and looking to add caring, compassionate, and dependable people to our team.

The Role

As the Volunteer Services Manager, you will lead a team of volunteers to develop and execute the Volunteer Services strategy in Ottawa. The Manager works collaboratively with the National Volunteer Services Director and Ottawa Chapter Director to realize Shelter Movers' mission, supporting survivors of abuse. The Volunteer Services Manager will oversee the onboarding, engagement and retention of the Chapter's volunteer team.

Responsibilities and Accountabilities

- Support the Chapter Director and National Volunteer Services Director in executing Shelter Movers' strategic plan, particularly as it relates to Volunteer Services
- Recruit, train, motivate and manage a team of volunteers and employees
- Employ key performance indicators to understand volunteer behaviour and inform decisions, as they relate to Ottawa's volunteer program
- Attend in person recruitment and engagement events in Ottawa
- Create and provide reports and analysis where necessary to demonstrate the effectiveness of current policies and procedures
- Identify, develop and test process and policy improvements to enhance volunteers' experience
- Actively contribute to national Volunteer Services team meetings with ideas and 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 and facilitate when needed
- Assist other chapter-level functions when necessary

Skills and Qualifications

- Demonstrated success in a management / leadership role, ideally in the nonprofit sector
- Proven understanding of volunteer program management, including recruitment, engagement and retention
- Strong analytical, problem-solving skills with the ability to manage multiple projects under tight timelines
- Advanced interpersonal skills in a professional, outgoing manner
- Collaborative leadership style to build trust and inspire others to achieve common goals
- Experience managing teams of paid and unpaid staff
- Budget development experience, ability to understand a financial statement
- A long-term interest in the Gender-Based Violence (GBV) sector
- Excellent written and verbal communication skills.
- Strong organizational skills and reliable work habits.
- Ability to maintain a voice that is supportive, approachable, anti-racist, anti-oppressive, inclusive and accurate in all areas of communication.
- The ability to work as part of a team.
- The ability to prioritize tasks and shift priorities as necessary.
- A valid SIN that enables you to work in Canada

Role Details

- 35 hours/week
- \$50,000 - \$60,000
- Benefits after three months
- Generous paid vacation/personal days
- Work from home
- Maternity/Parental top-up
- Discount on gym membership
- Phone Stipend

To Apply

- Email your resume and cover letter to hr@sheltermovers.com

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

Equal Opportunity Statement

Shelter Movers is an equal opportunity employer. We welcome applicants from all backgrounds without regard to age, color, race, sex, religion or belief, national or ethnic origin, sexual orientation, gender identity or expression, marital status, family or parental status, genetic characteristics, physical or mental disability.

We provide employment accommodation in accordance with provincial legislation. 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.