

StreetLink Referral Line Volunteer

At St Mungo's we provide a bed and support to more than 3,150 people in accommodation each night. As well as accommodation services, we also provide a range of services, such as running activities, skills and employment training, and tenancy support, to help people at every stage of their recovery from homelessness. At the heart of all of our services is our commitment for everyone to have a place to call home and fulfil their hopes and ambitions.

StreetLink is a rough sleeper referral line, which processes phone and web referrals about rough sleepers nationwide. We are small team of 7 that rely on the support of volunteers. You will be directly supporting rough sleepers to get off the streets by connecting them to the local services and support available to them as quickly as possible. Please be aware that whilst we do support rough sleepers over the phone, this is not a client facing service.

What will I be doing?

In this role, you will be supporting us with all or some of the following tasks:

- Taking calls from those rough sleeping as well as members of the public.
- Creating and processing detailed referrals to be sent to local outreach teams to ensure rough sleepers are located as quickly as possible.
- Signposting people experiencing homelessness to other services that can provide advice and support.
- Educating members of the public around a variety of issues in relation to homelessness, rough sleeping and begging.
- Adhere to St Mungo's Policies and Procedures at all times.
- Promote St Mungo's work in an appropriate manner.
- Actively promote equality, diversity and inclusion among staff, fellow volunteers and clients.

Where/ When will I be volunteering?

You will be volunteering at St Mungo's Head Office, based at 3 Thomas More Square, London, E1W 1YW.

We require a volunteering commitment of two hours or four hours per week, for a minimum of six months. Our volunteering hours are Monday – Friday, 10am – 10pm.

Do I need to have specific skills?

- Confidence answering phone calls and a good telephone manner.
- Good IT skills.
- Ability to act calmly under pressure.
- Client and customer focused.
- A friendly personality, good interpersonal skills, enthusiasm and motivation.
- Willing to learn and develop within the role.
- Collaborative with good communication skills.
- An understanding of the causes of homelessness and its impact.
- Genuine interest in and commitment to St Mungo's work and client group.



- An understanding of and commitment to diversity & equality.

We particularly welcome applicants with experience of using and moving on from support services.

What support will I receive in return?

- Our core volunteer training as well as access to further learning and development opportunities from our specialised Volunteer Services team.
- A role induction and role-specific training as well as regular support from your volunteer supervisor.
- Reimbursed volunteering expenses.
- New skills and experience within the largest homelessness services provider - both extremely valuable if you seek paid employment in the sector.
- Professional references after 3 months volunteering.
- A dedicated volunteer services team to support your volunteering.
- Access to our Volunteer Development Pathway to help you to develop the skills and experience to support your progression.

How can I apply?

Complete our online application form. Or, contact us at volunteer@mungos.org or on 0203 856 6160