



Volunteer Development Pathway

St Mungo's
Ending homelessness
Rebuilding lives

Welcome

St Mungo's started in 1969 with two volunteers who wanted to support people in hardship who were living on the streets. Fast forward to today and St Mungo's provides many more services, helps thousands of people and is a leading provider of homelessness services. What remain the same is the desire to support and help people who are at a difficult point in their lives. At the heart of that delivery of services remains volunteers. Our volunteers bring time, skills and experience and without them we would be unable to provide the level of services we do to our clients.

We know the value of our volunteers and as an Investing in Volunteers accredited organisation we want to make sure we are able to involve and support volunteers to feel part of the organisation and to be able to maximise the impact of their volunteering. People will volunteer for different reasons. Some will want to give something back alongside their day job, some will be retired and have time to be able to share the skills. Other volunteers will either be at the start of the career or looking to consider different career opportunities. Should you be looking to use your volunteering to move into work, St Mungo's are committed to supporting you to achieve this.

Our volunteer development pathway helps you build on the experience you gain through your volunteering role. This resource pack sets out the range of opportunities that the organisation has on offer, the progression opportunities that are open to staff and importantly the benefits of joining St Mungo's workforce. It is also filled with practical advice on roles and how to make the best use of the opportunities

The volunteer services team offer a range of training courses to support your development and also to help you to navigate the application and interview process.

We hope you find this resource pack helpful and we hope you enjoy your time with the organisation.



Iver Morgan
Head of Volunteering, Apprenticeships
And Placements



Why work at St Mungo's

Choosing an employer and workplace is an important decision. We think that St Mungo's is a great employer, but then we are quite biased so we have put together some examples to help you decide whether it looks like somewhere you would like to develop your career.

Working for us means you will:

- Enjoy progressive flexi-time, time off in lieu and flexible working arrangements that allow you to balance your work and home life
- Have a wide range of opportunities to develop your skills and career
- Be part of an ethical organisation, driven by our values and commitment to our clients
- Enjoy a competitive salary and benefits that staff value
- Work within a culture of respect, diversity and inclusion
- Work with people who are as committed, positive and professional as you are
- Have a well-trained, supportive and empowering line manager who is there to coach you
- Be challenged by, recognised for and proud of the work you do
- Be part of a cooperative, creative team-based approach to work
- Be consulted on changes that affect you and have a real voice in how we do things at St Mungo's

So that sounds pretty good, what else can you expect?

- Exceptional flexi-time arrangements which are highly valued by staff (for those working on rotas, we offer Time Off In Lieu instead). Our core hours are 10.30am to 3.30pm, and staff can carry over up to three days flexi-leave (pro-rata for part-time staff) to the next four week period
- A pension scheme after six months service - 6% employer contribution conditional upon 4% employee contribution
- 25 days annual leave rising to 28 after five years
- Good maternity, parental, dependents, and compassionate leave arrangements
- Season ticket loans
- Employee Assistance Programme
- We know that a good work-life balance and the ability to manage work effectively alongside other commitments, needs and interests allows us to get the best from our staff. We are committed to offering part-time working and more flexible working arrangements wherever possible.

We have been named in **The Inclusive Top 50 UK Employers 2020** list, ranking at number 32 and you can find out more about approach to diversity and inclusion on [page 4](#).



St Mungo's is the perfect place for anyone who wants to take their first steps into working within the homeless sector. The organisation has training that pretty much covers anything you may encounter working in this sector as well as training to develop yourself. There is a real belief in progression for staff and there is always support and opportunity available to achieve this.

Winston, Deputy Manager, Harrow Road



Diversity and Inclusion at St Mungo's

Valuing the backgrounds and experiences of our staff, clients and volunteers is core to us achieving our aims as an organisation and delivering quality services.

The organisation has an ambitious four year race strategy to ensure we retain our focus and drive forward diversity initiatives.

Key to retaining that ambition is how we support staff, and we are incredibly proud of the contribution of our **Diversity networks**. These networks led by staff help shape our direction. We would encourage you to join as a volunteer and make use of the support and information that they offer.



We were proud to be listed in **Business in the Community's 100 Best Employers for Race 2019**. St Mungo's recognises that racism is entrenched in our society, has deep historical roots and that our clients and staff are deeply affected by racism. St Mungo's is committed to tackling racism in all its forms and we have a dedicated action plan and steering group on tackling racism, which sets out the commitments that the Trustees and the Leadership team have made to drive forward our efforts on this agenda.

As part of this we are working closely with our BAME colleagues in our Black, Asian and Minority Ethnic (BAME) Network, to identify positive action schemes designed to support the progression of under-represented staff into senior roles.

St Mungo's supported the Black Lives Matter 2020 demonstrations with a **St Mungo's for Black Lives social media action** with staff encouraged to share their support. Our Chief Executive Steve Douglas CBE regularly speaks about the importance of diversity and inclusivity.

We are proud of consistently achieving a place in the **Stonewall Workplace Equality Index** as one of the most LGBT-friendly employers in the UK.

We are a **Disability Confident Employer** (registered with the Disability Confident scheme) and are fully committed to supporting people with disabilities including mental health to work with us. 10% of our staff have disabilities.



In 2017 we were awarded the **Healthy Workplace Charter**, achievement level status. The award celebrates organisations' successfully improving health and wellbeing.

St Mungo's works with all women, including cis and trans women. Trans women are welcome in our women-only services and spaces, in accordance with the law and with our values as an organisation. Access to services for trans people is determined by the same referral and assessment processes we use with all clients. We are recognised by Stonewall as a top trans employer.



Amber's Story

Some years ago, I went through a tragic series of events that caused a total upheaval in my life, which resulted in a serious decline in my mental health and my decision making abilities. It came to a point where I was at risk of losing my home.

I was able to gain support and advice from St Mungo's to clear my debts and salvage the situation surrounding my home. I then got involved with Outside In and started volunteering between 2016 and 2019, then that same year I applied for an apprenticeship with St Mungo's and fortunately I was successful.

The move from volunteering to apprenticeship was quite straightforward. When you apply for a volunteering position you have to submit an application and if successful attend an interview and the same stands for the apprenticeship, albeit the apprenticeship application is more extensive but I think that is to be expected with the progression in role.

I feel the volunteering application process really prepared me for what was to come with the apprenticeship application process.

I think the hardest part of the process is waiting for your DBS certificate so you can start work but you can't hold St Mungo's responsible for that.

St Mungo's Involvement & Inclusion team is a physical representation of our commitment to our core values, we know it is important and valuable to our clients' recovery to offer the opportunity to be involved in the decisions we make for the organisation as well as making everyone feels included.

We recognise the worth of those who have lived experience and understand that there is opportunity for organisational and societal growth by partnering with clients to contribute their thoughts, opinions and experiences meaningfully.



I would advise volunteers to take your time volunteering, soak up all the experience you can, in as many areas as you can. It will help you have a good understanding of what you really want to do, what you are most passionate about and leave you with a variety of important skills for your future. Don't overlook the possibility of an apprenticeship. Employers value experience over a certificate a great majority of the time so an apprenticeship is a good option, especially one with St Mungo's. Plus there are plenty of opportunities to continue learning new skills/doing short courses whilst on your apprenticeship so you won't miss out.

The transition to third sector applications can be tricky but don't give up! St Mungo's offer preparatory training for interviews, application writing etc. So there's always a resource to help you get there.

I wish you best of luck for the future and keep striving to become who you are in your heart.

What roles do St Mungo's offer?

St Mungo's run a wide range of services and they go beyond hostels and housing and offer people support in their homes and communities. We run programmes to help our clients rebuild their confidence and develop the skills to move away from homelessness for good.

Our central services team provide the infrastructure to help our operational services run and teams include HR, Learning and Development, IT, Fundraising, Business Development and Volunteering. We also influence externally and recruit to roles in Policy, Public Affairs and Campaigning.

In operational services those with limited experience in the sector often begin their journey in an entry level role. Those roles include Duty Worker and Assistant Support Worker. For those who want to work outside of usual daytime shifts or have existing commitments there are out of hours roles such as Night Concierge.

Sometimes reading a job description doesn't give you a sense of what a role does. To help with this we wanted to introduce you to a couple of colleagues:



Mia is a duty worker and she says:

“The key to the role is adaptability, creativity, sensitivity and resilience.”

I have been a Duty Worker at Hope Gardens for six months now and I am really enjoying it! The creativity and freedom in this role has allowed me to really personalize the support and care I give clients at our project, and make the role my own.

Ultimately the aim of the role is to support clients to identify their strengths and how they plan to succeed and move forwards. My job is to then help motivate them towards achieving their goals and encourage and empower them to build a more independent and rewarding life.

I have managed to crowbar in my love for games and arts + crafts into my weekly tasks through creative group sessions with the clients. These sessions have included monthly tie-dye workshops, cooking events and impromptu games night with dominos, scrabble and bingo! When the weather warms up I hope to start a little gardening club with the residents too! During these sessions I'm able to build strong and honest relationships with the clients and identify where I can help the most. Other tasks involve the day to day running of our project by managing any maintenance issues and keeping organised with administrative duties regarding client appointments and health and safety.

The key to the role is adaptability, creativity, sensitivity and resilience. I learnt, very fast, that every day is different and, at times, can be very emotionally challenging. But facing and resolving these challenges is what makes the role so rewarding.

Over the past six months I have met so many interesting people, right across the business. The clients, my colleagues, various health care professionals and staff at other services have all inspired me in their own way and filled me with so much enthusiasm and optimism. Being a Duty Worker is a role which offers real fulfilment – in an entirely adaptable, constantly evolving, and individual way.

Often the natural step up from a duty worker is onto a support worker role. **Juliet is a Floating Support Worker in our Bristol Mental Health Service.** This is what they love about their work and how Covid has impacted on how they work with clients.



My Mungo's journey started in 2018. At this time, a series of life events meant I needed to make changes in my life and I was fortunate enough to gain a volunteering role within the Assertive Contact and Engagement (ACE) service here in Bristol. Here I volunteered at a few of the weekly mental wellbeing groups. Using this experience, I applied for the Locum bank in 2019 and was successful. I enjoyed the variety of the locum bank and gained new skills and further insight into different services in St Mungo's. I learnt a lot and quickly, and met some amazing clients and co-workers during that period.

In January 2020 I then applied for a three month Secondment within the floating support team - I got this, the timeframe was extended and I'm still here one year on.

During the last year we have had to think creatively about how we engage with clients whilst following Covid guidelines. As a result my days in the role can be really varied and interesting. There have been lots of walk and talk sessions and door step visits, many phone calls, and time well spent liaising with other services on clients' behalf.

We have also recently launched our new service 'Help when you need it' so it has been all go and continues to be a work in progress as our team grows and develops the new service while adapting to change.

Along with a colleague I've recently been involved with setting up a weekly online wellbeing group to support clients to explore new ways of connecting, and this has been both challenging and uplifting. I have been amazed at how clients have adapted and managed to find new ways of working with us like using Google meets, conference calls and video chats.

As we are still predominantly homeworking I realised I wasn't getting much time to set myself up for the working day or let go of it at the end of the afternoon. I've read how the commute to work can be a really important part of prepping and letting go of all you've faced during the working day so now I always start and finish my day with a walk.

St Mungo's Apprenticeship Scheme

The St Mungo's Apprenticeship scheme looks for motivational, positive and inspiring role models who will inspire clients. St Mungo's Apprenticeship Scheme offers 15 months paid work, a comprehensive training programme and the opportunity to gain a qualification in a central service role (for example, business administration) or a client support role (for example adult care worker). As an Apprentice you will undertake on the job learning and shadowing of staff to observe how they support clients to achieve their goals. You will also be required to attend training sessions in order to complete your qualification.

The scheme aims to provide employment opportunities for those with lived experience of homelessness and / or have used services related to mental health, substance use, alcohol, criminal justice and or recovery services. You do not need to have been employed in the past, but the people who are successful at gaining a place on the scheme will have spent their last 12 months productively. For example they would have volunteered, completed a work placement, peer mentoring or college course or been actively involved in a service user involvement group such as Outside In, SHP Peer Support or other client volunteering role.

Recruitment happens at four points during the year and you can be kept up to date with recruitment by emailing Apprenticeshipscheme@mungos.org



What are we looking for?

Right place, right time – is a phrase we often use for our Apprentices. We want to make sure that any Apprentices we involve are at the right point in their recovery and that we can find you the right opportunity through our recruitment process.

You might have to apply for more than one job role on the scheme. The experience is part of a process to ensure that we are making the most of your skills and you are getting a placement where you can thrive.

When we talk about the right time we need you as apprentices to be:

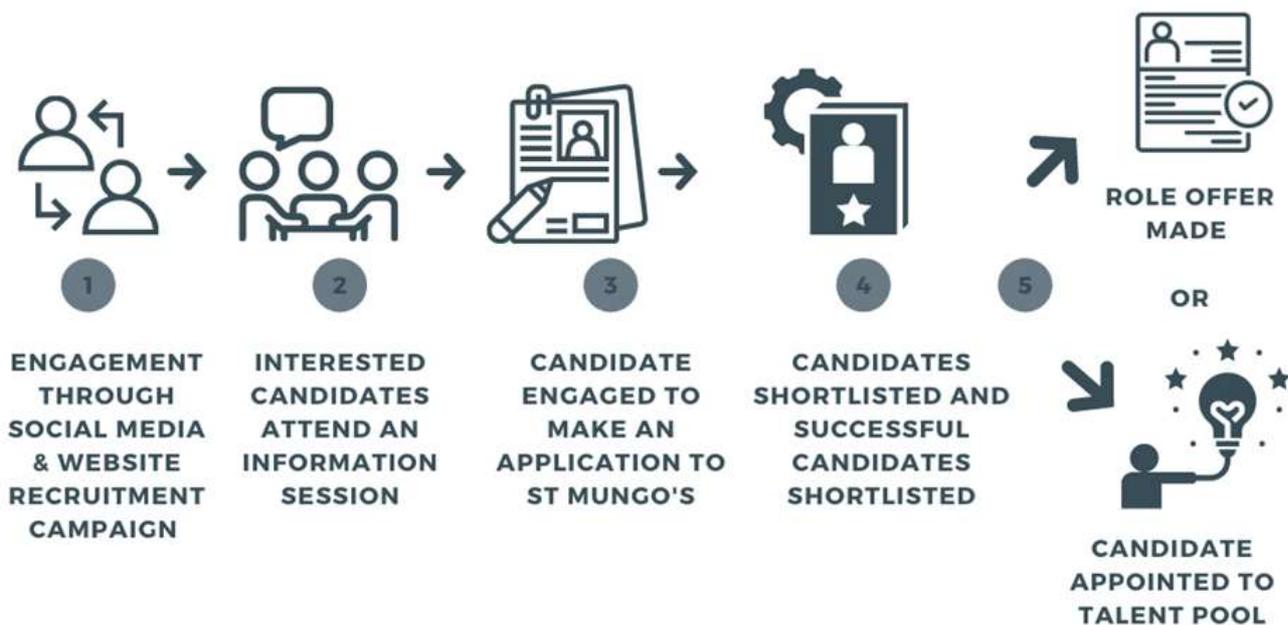
- resilient
- reflective
- using positive support networks
- accountable and responsible
- able to follow processes, policies and work within structures and procedures
- able to study and work to deadlines alongside your role
- able to use your own experiences to be a positive, inspiring and motivational role model and worker
- able to communicate quickly when you need help or things aren't working well

Pooled recruitment

As well as applying for individual roles the organisation runs pooled recruitment, which gives potential candidates the opportunity to find out more about the organisation and apply for roles. If candidates are successful they are either appointed to one of a number of advertised roles or appointed to a talent pool where you would wait to be placed in the next available role. These are advertised on the job page of the St Mungo's website.

The resourcing team will flex the numbers required each month to meet organisational needs; increasing or decreasing numbers of candidates based on current requirements.

Pooled recruitment



Locum bank

Temporary workers are vital to the continuous and effective running of services across St Mungo's. To support this, St Mungo's has its own bank of approximately 270 locum workers.

Locums provide temporary cover for staffing gaps across the organisation - this may be on an ad hoc basis, or for a longer period, depending on the nature of the cover required. Locums tend to work across a number of services, however, they are free to choose which areas / regions they would like to work, depending on their preferences. Locums are not obliged to work a set number of shifts, nor are St Mungo's obliged to offer shifts. The principles of locuming are based on a casual worker arrangements.

Locums are recruited to the bank via a number of different referral routes. There are internal recommendation processes for staff leavers, agency workers and social work students. At the same time we also carry out external recruitment campaigns.

The vast majority of locums who join the locum bank work in our frontline services, and they may join the locum bank to cover different types of support roles, depending on the level at which they are recruited / recommended. These may be during the day or night and may centre on working in hostels or supporting outreach teams. Given that locums may work in different working environments with different teams, it is crucial that they are able to quickly develop positive interactions with clients and colleagues.

We recognise and value the work our locum workers carry out and are committed to providing them with the required support to ensure they are able to carry out their roles effectively. All Locums are allocated a line manager when they start who will act as their 'first port of call', and who will sign post them to where they can find additional support or help in the organisation. They will also carry out ongoing support and supervision sessions. Locums are also required to undertake mandatory learning activities in their first 3 months of joining. They will also receive local service inductions when working in new and different services.

The Locum and Agency team provides centralised support to locums across the organisation and can be reached on LocumAdmin@mungos.org



What do we expect from our staff?

At St Mungo's, our goal is to provide the best possible services to our clients and to make sure that our staff and clients are able to achieve their full potential in a safe, supportive environment. To achieve this, we have clear expectations in place for our staff to outline what is expected of them, and what they can expect from St Mungo's in return.

Our Competency Framework is an important part of our culture at St Mungo's; it applies to everyone who works at St Mungo's and sets out how we expect staff to work, including how they will treat others and contribute to a working environment where everyone is valued and respected.

We expect staff to commit to doing their best and bring a positive attitude and professional approach to work. Our staff are often working with challenging situations and therefore need to be flexible, creative and ready to take personal responsibility for resolving issues. We know that our clients and staff develop best when we create a culture of continuous learning, so our staff need to be open to constructive feedback and happy to work closely with others to keep the needs of our clients at the heart of everything they do and promote a culture of diversity, inclusion and respect.

To support our staff and clients we also have policies and procedures in place, including our Code of Conduct which outlines the behaviour we expect from staff (the do's and don'ts, so to speak).



In turn, our staff can expect from St Mungo's to be challenges by and proud of the work they do, and to be valued and respected by all. St Mungo's provides a wide range of opportunities to develop our staff's skills and career and our manager's lead by example in all aspects of work. Our staff have a true voice in how we do things at St Mungo's and can expect to be consulted on changes that affect them, and to take an innovative and collaborative approach to work to really be part of solutions.

St Mungo's prides itself on being an ethical organisation, driven by our values and commitment to clients and our staff enjoy working with people who are as committed and professional as they are.

My development

As a staff member you would get access to the staff Learning and Development programme. We strive to provide a wide variety of opportunities to support organisational, team and individual development linked to St Mungo's needs and aspirations. We also collaborate with other internal departments, colleagues and services to design and deliver a broad range of learning options. Additional offerings include bespoke sessions for team development, coaching and mentoring.

In your first six months you can expect to complete mandatory training in the following areas:

TRAINING EVENT	OUTLINE
Local Induction and Checklist	A guide to your first six months at St Mungo's. It details core training requirements, key policies and suggests other activities to support you as you get to know your role and service.
Smart Start	E-learning - induction training providing an overview of St Mungo's.
Central Induction	1 day face to face introduction to St Mungo's
Safeguarding Adults	E-learning – additional face to face training is also available.
Conflict Management	Two part training consisting of an online module (Conflict Awareness) and a face-to-face session. This is aimed at giving you the tools and information you need to identify and effectively manage challenging situations and behaviours.
Emergency First Aid	1 day course - this one day training will cover all the necessary first aid requirements and training.
Health and Safety	Covering all organisational H&S policies, practices and legislation that you need to be aware of.
GDPR	Online learning to ensure you understand your role in terms of Data protection legislation
Inclusive Workplace	This course ensures that all staff are aware of their responsibility to create and maintain an inclusive workplace. For those that are interested there is additional Diversity and Inclusion face-to-face training: this training relates to an inclusive workplace, diversity, equality and inclusion.
Preparing for your Appraisal	Half day training - helps you understand the responsibilities around supervisions and appraisal so you can get the most from the support and development opportunities offered at St Mungo's.

Supervisions and appraisals

St Mungo's is committed to empowering and supporting our staff. Support and Supervision (S&S) is a regular, safe space for you to meet one to one with your line manager to ensure you have ongoing structured support and feedback to achieve your work goals and excellence standards for your role. It is also an opportunity for you to reflect, receive feedback on areas of your work, discuss any challenges you have faced, work on your personal development and share any achievements/ positives of your performance.

When you are on probation you should have S&S every 3-4 weeks and after this they should take place every 6-8 weeks.

You should feel that your development is at the forefront of discussions e.g. you are working towards goals that are reflecting your career ambitions.

Opportunities for progression

Mentor Scheme

The St Mungo's mentoring scheme offers a one-to-one learning opportunity for staff that enables both mentors and mentees to develop professionally.

The scheme helps the mentee identify the steps they want to take and the skills they will need to achieve their professional development goals and aims to provide mentees with role models from within the organisation and support them to develop the skills and/or confidence needed to progress in their career role.



Steps into management

At St Mungo's we have carefully curated a sixth-month programme designed specifically for our services staff to develop their skills, knowledge and abilities, to empower them to step into their first management role. All delegates who are successfully appointed to the programme will receive access to learning tools, support and development, and for those who successfully complete the sixth-month programme of learning will be able to access ring-fenced Secondment opportunities.

This will ensure at St Mungo's we maximise the opportunity for our staff to put their learning into practice and we will help our Steps into Management candidates move into Secondment opportunities for Coordinator, Team Leader and Deputy roles. Through the Steps into Management programme we want to ensure our emerging organisational talent is diverse and which is why we are actively encouraging applications from our BAME colleagues to apply and make their first steps into management at St Mungo's.

Ola, a former volunteer for St Mungo's started as a Project Worker in a Mental Health Service in Islington.

Ola accessed the mentoring scheme and was also nominated for the first Steps into management programme.

Ola used the programme to reflect on his journey with the organisation, access management training and he is now a Team Leader in our Criminal Justice Service.



I think it's been a huge success story. It's helping to de-mystify this labyrinth of career progression, showing it's really not as tricky as it seems.

Ola, Team Leader, Criminal Justice Service

What is the Volunteer Development Pathway?

The Volunteer Development Pathway has been set up for individuals who are looking to use their volunteering to develop the skills to move into employment within the organisation. We launched the pathway in 2021 to ensure we had a consistent approach to how support volunteers with employability.

The pathway is a mix of remote training, e-learning and practical support.

Volunteer Development training

By attending this course you will;

- Have an understanding of the Volunteer Development Pathway and are aware of the development support available to you.
- Have an overview of the areas where St Mungo's works and an understanding of the different entry level roles into the organization.
- Have increased confidence in competency based applications & interviews

E-learning

Applications

- This course explains the various sections of a competency based application form, giving you plenty of useful hints and tips along the way.

Interviews

- Competency Based Recruitment focuses on recruiting staff with transferable skills. Job interviews give potential candidates an opportunity to demonstrate how they meet the requirements for the role.
- This course explains the importance of interview preparation, as well as giving you helpful hints and tips on interview questions and how to combat nerves.

Monthly drop-ins

The volunteer team are offering monthly drop in for volunteers to meet with a member of the team and focus on their development. Attending 20 minute pre booked slots you will be able to discuss an upcoming role or review an application or just generally get some advice on development opportunities at the organisation.

Resource pack

This resource pack brings together lots of information and resources to help you to understand what working at St Mungo's is like.

- It features information on the types of roles we offer and you hear from people who tell you what a working day feels like for them. It helps you to see the ways in which you can develop your career at St Mungo's.
- It contains helpful tips on applying and interviewing using a competency based model.

How do St Mungo's recruit?

Our approach to recruitment and selection is competency based. We believe that using a range of selection methods is the key to most effectively identifying the best person for the role. This means that we are looking for people to demonstrate the transferable skills they have to show they meet the criteria for the role.

The selection methods vary depending on the requirements of the role but we often use online verbal or numerical reasoning tests (at an appropriate level for the role), work based exercises and practical activities, like group work or role plays. This approach allows candidates to demonstrate their suitability in a variety of different ways, whilst helping us to identify the most suitable person for the post and ensuring equal opportunities throughout the selection process.

Recruiting the right people to work for St Mungo's enables us to provide the best possible service to our clients.

The application process

Applying for a job can be daunting, so we are asked our Resourcing Advisor Alex for some top tips on submitting that perfect application.



Responding to the person specification

“After you have entered your personal details you will be asked to outline your skills, knowledge and experience in relation to the points outlined in the person specification of the job description.

When completing this section you should focus on providing evidence and specific examples which demonstrate your suitability for the role you are applying for. For each point you should focus on providing an overview of your skills and experience, and then go on to provide direct examples to clearly evidence how you meet each point. We value transferrable skills and encourage applicants who do not have direct experience to provide examples from other areas that meet the requirements.”

Writing a great supporting statement

This section of your application form is the important part because the information you provide in this section, is used by the shortlisting panel to assess how well you have demonstrated your suitability for the role.

To demonstrate how your skills, experience and knowledge make you a suitable for the role, we ask that you provide evidence and specific examples, for each person specification point listed on the job description. We value transferrable skills, so if you do not have direct experience in the role that you are applying for, we encourage you to provide examples that can meet the requirements from other areas of your working, volunteering or personal life.

The Interview

Completed applications are sent to the recruiting managers to shortlist using our online recruitment system after the deadline has passed. All personal details are removed and only the Education, employment history and personal statement are sent for shortlisting.

The managers consider the answers on the person specification to carry out the shortlisting process. When this has been completed, everyone who has applied is emailed to let them know the outcome. The people with the highest scores are invited to interview. At this stage the recruiting managers, who will be the interview panel, are given the names of the people who will be attending the interview. If you are invited for an interview you will be contacted the Resourcing Team with details of the interview date and what will be happen.

St Mungo's uses a competency model for recruitment and interviews. This gives people opportunities so show their strengths and skills in a variety of ways, so the most suitable person can be offered the job role.

Before your interview, you may be asked to complete an English and Maths assessment (online). On the day of your interview, you will be asked to complete a work based test, role play or presentation and the formal interview. The interview will tend to have:

Work based Test

Usually a written test, this will allow you to demonstrate skills you have developed as a volunteer. The test used is selected based on the role you are applying for, for example, you might be asked to complete a risk assessment or support plan.

Role Play

You will be given 10 – 15 minutes before the start time of your interview to prepare for the role play. The role play is usually a common situation workers might come across in client facing services. It is a chance to show how you might support a client who is distressed, not engaging or has been avoiding meeting their key worker.

Presentation

For some interviews you will be required to present on an area relevant to the role. You will either be given this information in advance or 15 minutes before you are due to start the interview.

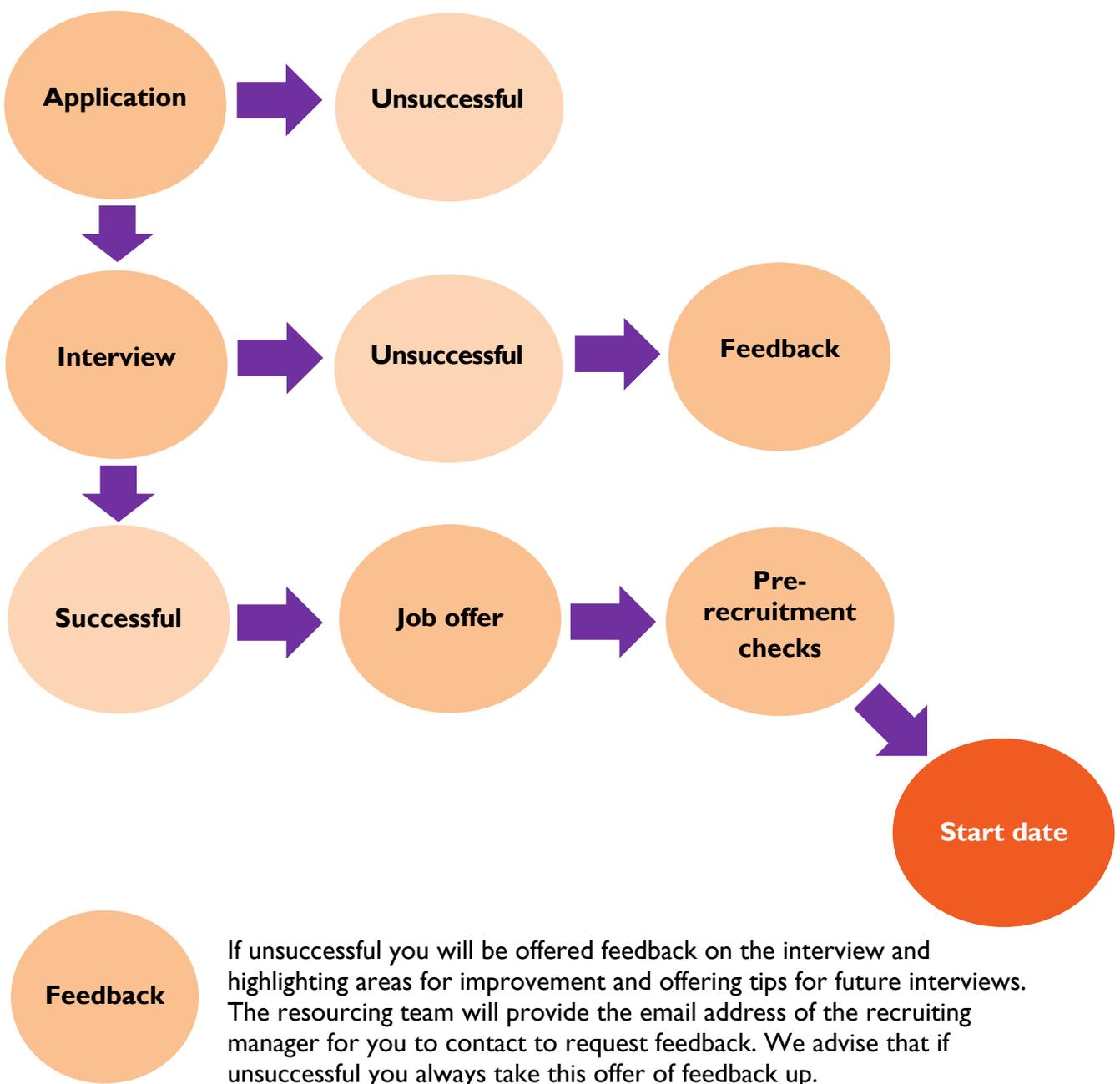
The Interview

This discussion will allow you to talk about your skills and knowledge development and your experiences you have had whilst being a volunteer. The questions asked are designed to help you talk about examples you have that are connected to the competencies on the job description.

Using the **STAR** (Situation, Task, Action, Result) model to answer the panel's questions will give you the ability to talk about your experiences in relation to the questions.

- ➔ Situation – Describe the situation. Where, when and what has happened?
- ➔ Task – What was your involvement in the situation? What are the tasks you need to complete to respond to or resolve the situation you've described? Did you ask for support from colleagues or other volunteers?
- ➔ Action – What did you do to complete the actions? Did you work with colleagues to complete the actions? Can you explain why you decided which actions to take?
- ➔ Result – What has been the results of the actions you took to resolve or rectify the situation. You can also use this to reflect on which actions worked, and if you would do anything differently.

Possible Outcomes



Pre-recruitment checking

If all your hard work pays off then you will be offered the position. What comes next is the pre recruitment checks. St Mungo's works with vulnerable individuals and we have to ensure that our checks reflect the importance we place on safeguarding our clients. You will be expected to provide the following before you start

- A description and verification of the last five years including employment, education, volunteering and unemployment.
- Verification will include obtaining references from your previous employment, volunteering and/or education and we require a minimum of two detailed references.
- An enhanced DBS check for client facing roles (St Mungo's can arrange one for you)
- Proof of your Right to Work in the UK
- If applicable, an Occupational Health referral so you are supported throughout your career with us.



Where can I access additional support?

You may be preparing to return to work, changing careers from another sector or for some this may be your first position.

There is lots to think about when moving into work but St Mungo's is not able to provide specific support for new staff but we can signpost people to other services that provide advice and guidance to help with changes to income or circumstances

If you have been receiving benefits, you need to report your change in circumstances to the DWP or your council (for Housing Benefit). Contact your Job Centre plus Work Coach for support to change from a benefits to a salary.

In the first few months of commuting to your new job, you might be eligible for help with your fares. Contact your local Job Centre Plus office for more information.

If you have been offered an apprentice post in London, you might be able to apply for travel discounts or an **Apprentice Oyster photo card**. You will need to speak to your qualification trainer and check the TFL website.

The change from benefits to a salary can affect how you budget money and the Citizens Advice Bureau can support with budgeting and getting help with bills, depending on your income.



What if I am not ready for work?

You may be in the position where you would like to speak to someone about support and funding that you can access either when starting a new position or for you to develop your skills before you move into work. Below are list of charities and organisations that support or provide advice on education, employment and training . There will of course be other local charities and this is not an exhaustive list.

Charities and organizations that advise on financial support available for entering education and employment:

Turn2Us: Help people in financial need to gain access to benefits, charitable grants & other financial help. See their specific guidance covering [looking for work](#)

Turn2Us free Helpline: 0808 802 2000, 9am-5pm Mondays-Friday

- **Care to Learn:** If you are under age 20 the Care to Learn scheme can help with childcare costs for those starting or returning to learning

Learner Support: If you are age 19 plus, on a further education course and facing financial hardship, you can apply to get support with costs of course materials and equipment

Family Action: Offer a small [welfare and education grants programme](#) for families seeking to improve their educational and employment prospects

FamilyLine free Helpline: 0808 802 6666, 9am–9pm Monday- Friday

The Princes Trust: Support young people aged 11-30 to get into jobs, education and training. See their [funding offer for covering costs of course fees and equipment](#)

Charities and organisations that can support with career skills development and training:

→ **National Careers Service:** Offer information and guidance on career, learning and training choices. See their [getting a Job page](#) for guidance on CV and Cover Letter writing, completing application forms, and interview advice. Search their [Skills Toolkit to find details of free courses](#) to help you learn new skills such as practical math's, computer essentials, and personal growth. They also provide signposting to many [other free online learning courses covering English, Math's I.T and more.](#)

→ Speak to a Careers advisor: 0800 100 900, 8am-8pm Monday-Friday, 10am-5pm Saturday

→ **FutureLearn:** A digital education platform offering free online courses to support with education, skills and career development. See their [Professional Development Courses](#) for support with writing applications, interviews and digital skills.

→ **London Together:** Pooled resources available to Londoners to support with mental health and wellbeing, as well as a [Skills and Employment Hub](#) of a directory courses, resources and employment rights advice.

Frequently asked questions

Q. Who can join the Volunteer Development Pathway (VDP)?

A. If you are a current volunteer for St Mungo's you can access the support and training through the VDP.

Q. Will I get a job as a result of joining the VDP?

A. The Volunteer Development Pathway doesn't guarantee you will get a job but gives the support and information in order to give you the best chance of progression into a paid role.

Q. What can/will I get from VDP?

A. The Volunteer Development Pathway gives you access to training, support and information on opportunities to progress at St Mungo's. The pathway is made of face to face and e-learning training, drop ins and information contained in this resource pack. You will also be able to access additional development training and online talks that are developed and run by the volunteer team.

Q. I have attended sessions of the VDP but I am yet to move into employment.

A. Sometimes things take time and the job market is competitive. Sign up for another drop in to see what you can do to increase your chances of success.

Q. How long does the VDP last for? How much time will I have to commit to it? Do I get some type of homework/ workbooks to complete?

A. The Volunteer Development Pathway is open all year round with training regularly delivered and drop ins offered every month. The pooled recruitment offers regular opportunities to apply for roles. There won't be workbooks to complete but we will be regularly adding new e-learning courses which support your development.

Q. My partner/ friend is also struggling to get a job. Can they join the training with me? Can they book a drop in? Is this open to St Mungo's volunteers only?

A. The Volunteer Development Pathway is only open to St Mungo's current volunteers.

Q. I want to make the most out of my volunteering at St Mungo's. What else is available for me?

A. The Volunteer Services team regularly advertise online events, training and webinars. Our newsletter, the Volunteer Bulletin, is a great source of such information and will also advertise opportunities for you to get involved in volunteer forums and to find out about the latest news in the organisation and the sector.

Q. Can I apply for the Apprenticeship scheme if I don't have lived experience of using support services?

A. Only applicants with lived experience can apply for our Apprenticeship roles. Lived experience could be using mental health or substance use services. You might have completed a probation order or used street outreach services. There is no criteria on other roles that you can apply for such as trainee or support worker roles.

Q. How do I sign up for training or the drop ins

A. The training and the drop ins will be advertised in the Volunteer Bulletin with instructions of how to sign up. On there, you will also find out about the e-learning is available on our [e-learning portal](#) which you have access to as a current volunteer. For any problems email volunteer@mungos.org

Frequently used terms

Accident Book	An important document which is updated when an accident occurs within a project.
Assessment	Assessing a client's needs and suitability for a project or service.
CHAIN	A national database that contains information of clients who have engaged with any kind of support services in London.
Clients and residents	A client of St Mungo's is someone who accesses any of St Mungo's support services. A resident is someone who is based at one of St Mungo's hostels. Most times, clients is used as an overarching term to refer to residents as well.
Dry hostel	Residents can lose their tenancy if they take substances or drink alcohol whilst living there due to the terms of the hostel.
Floating support	Support provided to clients living in independent accommodation.
Hand over	This is a method of communicating current information about a project/client when staff/volunteers change over shifts.
Homelessness	A person is homeless when they have nowhere they can stay. A family can be homeless if they do not have anywhere they can all stay together. A home being in a poor state of repair, fleeing from violence in the home, being temporarily housed, sofa surfing and squatting as well as rough sleeping (street homelessness) are some of the different types of homelessness.
Hostel	Temporary accommodation shared with others. Hostels also provide support and advice to help people move on. The length of time people can stay at different hostels varies.
Housing First	This is a support service where formerly entrenched rough sleepers are offered a permanent tenancy and then offered intensive, flexible and person-centred support to help them to maintain their tenancy and also to help them with their recovery journey.

Keyworker	A staff member who has a number of assigned clients to work with.
Move on	This is the term used when a client is at the stage in their recovery journey where they are ready to 'move on' from supported accommodation to semi-independent or fully independent accommodation.
No Second Night Out (NSNO)	This project is aimed at ensuring those who find themselves sleeping rough in central London for the first time need not spend a second night on the streets. Through their assessment hubs, they work to a 72 hour timescale in which to assess and provide an offer of accommodation or reconnection to an individual.
StreetLink	StreetLink, the national referral service managed by St Mungo's in partnership with Homeless Link, is the main service the public can use to let us know about someone they are concerned about who is sleeping rough. The services has their own StreetLink website and an app.

Contact details for the Volunteer team



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