

Client Support Volunteer

(phone based or via video call)

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.

What will I be doing?

You will be asked to do the following types of tasks as part of the role:

- Practical support: offering supportive, reliable interactions to people who would otherwise be socially isolated.
- A period of observing keyworkers engaging with their clients over the phone, to support your learning and development.
- Supporting interventions with clients (phone calls, video calls, text messages).
- Signposting service users to potential support interventions.
- Taking brief notes about the content of the interaction with a client (Training and advice will be given on this) and sending this securely to the worker of the client.
- Adhering to St Mungo's Policies and Procedures at all times.
- Promoting St Mungo's work in an appropriate manner.
- Actively promoting equality, diversity and inclusion among staff, fellow volunteers and clients.

Some activities that Client Support Volunteers will **not** be undertaking that are worth mentioning are:

- Meeting with clients face to face/in person.
- Going in to client's homes.
- Sitting in on any appointments with clients or taking clients to appointments.
- Building ongoing emotional support relationships. All Client Support will have a specific aim or goal and there will be a clearly agreed end point to the support offered by Client Support Volunteers.

Where/ When will I be volunteering?

You will be volunteering with the Mental Health Floating Support (MHFS) team, this team offers Housing related support, advice and/or assistance to people living with mental health needs.

The Client Support Working volunteer role is designed to support MHFS Workers with clients who are still on their caseload and are keen for some additional casual support in the form of a telephone, text, or video call meeting. All work within this role will be supervised and planned by a trained member of staff within the team who will be your Volunteer Supervisor.

The purpose of the role is to enable the MHFS Service to offer more practical support to clients to enable more successful outcomes at move on, without overwhelming the capacity of workers.



Do I need to have specific skills?

- Ability to work as part of a team.
- To be empathetic with the client and non-judgemental.
- Be reliable and committed.
- Good communication skills.
- Understand the causes of mental health and its impact.
- Ability to work with people who may have offending behaviour, substance use and mental health, with sensitivity and respect.
- Willingness to attend training to develop you in your volunteer role.
- 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?

- Induction training to prepare you to volunteer.
- Regular support from your volunteer supervisor.
- Check-in and check-out process with staff.
- Our core volunteer training as well as access to further learning and development opportunities from our specialised Volunteer Services team.
- 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. If you need support with filling out the online application please get in touch. Contact us at volunteer@mungos.org or on 0203 856 6160