Monitoring and Evaluation Volunteer
Client Involvement & Engagement

What will I be doing?
As a Monitoring and Evaluation Volunteer you will lead on facilitating and digitalising incoming client feedback to help us identify successes and areas for development in the way we engage and support our clients.

In this role, you will be supporting us with all or some of the following tasks:
• Feeding into the design and content of our Tenant Satisfaction Survey as well as its promotion to our clients locally.
• Inputting and organising incoming client feedback so it can be evaluated easily and used in reports.
• Offering support to any clients as and when requested.
• Working closely with the Director of Quality, Information and Involvement as well as the Head and the Manager of the Volunteering, Apprenticeships and Involvement team to develop the final report.
• Adhering to St Mungo’s Policies and Procedures at all times.

Where/When will I be volunteering?
See this role’s advert for more information on location and time commitment.

🎉 Do I need to have any specific skills?
• An ability to communicate clearly and effectively, verbally and in writing
• Good organisational and administrative skills
• Good IT skills and competency in Microsoft Office and online surveying platforms.
• Experience or interest in data management, monitoring and evaluating and analysing feedback.
• 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.

🔍 What support will I receive in return?
We have a dedicated team to support you in your volunteer journey with us. You can find out more about what you’ll gain from being a St. Mungo’s volunteer on our volunteering webpages.

We are also committed to progression at all levels and we support and develop our volunteers to ensure that they are best placed to make progress in their careers.

💡 How do I get started?
Apply online. Or, contact us at volunteer@mungos.org or on 0203 856 6160 for further support.