

## Project Support Volunteer

---

### What will I be doing?

As a Project Support Volunteer you will make a difference by supporting clients to engage with us in different ways.

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

- **Reception and administration:** meeting and greeting clients and visitors, handling client and visitor queries, recording information as well as taking and redirecting calls and relaying messages.
- **Café:** Serving free drinks and snacks to our clients while creating a friendly and safe environment for them to get engaged with the organisation and even make friends and develop life skills.
- **Client activities:** Guiding clients through the building when necessary and signposting them to the relevant team. Engaging with clients by playing pool, doing arts and crafts or just sitting down and talking to them.
- Adhering to St Mungo's Policies and Procedures at all times.

### Where/ When will I be volunteering?

The role will be based at our Fusion project in Bournemouth. The hub will be open for drop ins from 10:00 to 13:00 Monday to Friday.

We would need your help for a minimum of 4 hours/ week. You will be able to book your shift as part of a rolling rota so you can fit your volunteering around other commitments.



### Do I need to have any specific skills?

- Confident being the first point of contact for clients, staff and others.
- Flexibility and a can-do attitude
- A friendly personality, good interpersonal skills, enthusiasm and motivation.
- Comfortable working in a fast-paced environment
- Client and customer focused when supporting people who may have offending behaviour, substance use, mental health problems or else
- 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](mailto:volunteer@mungos.org) or on 0203 856 6160 for further support.