

Outreach Volunteer

For anyone facing homelessness, and particularly for people who are sleeping rough, our first priority is to make sure that they have somewhere safe and secure to sleep. 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 street outreach, 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?

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

- Assisting outreach workers to carry out shifts and look for referrals.
- Engaging with rough sleepers who have been referred via StreetLink and those known to the team.
- Helping clients access support around immigration, employment and reconnections and accommodation.
- Working together with the outreach worker and divide tasks where appropriate.
- Supporting outreach workers with navigation and note taking.
- Engaging with rough sleeping clients with sensitivity and respect.
- 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.

Where/ When will I be volunteering?

- Ealing, London
- Nights or mornings: 10pm-2am; 5am-8am; once a week

Our projects and services run across London and the South of England. We aim to match you to the most suitable volunteer role. After we receive your application, we will give you more information on the exact location and time you'll need to commit to the role as well as the specific service you'll be supporting.

Do I need to have specific skills?

- Have a driving licence or a car.
- Have personal resilience.
- Be reliable and able to handle early start shifts.
- Good IT literacy.
- The physical ability to work on the streets – there can be a lot of walking involved.
- 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.
- Punjabi or Polish speakers would be desirable but not an essential requirement.

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