



**Ending homelessness.
Rebuilding lives.**

Enhanced First Response Volunteer

What will I be doing?

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.

Enhanced First Response was set up to help find those sleeping rough quicker, and pass on valuable information to the Outreach team. You and your partner volunteer will look for rough sleeping referrals, and engage with those you find sleeping rough, before passing on the information gathered to the Outreach Team so they can begin working with them. This role allows for those experiencing homelessness to move away from the streets and connect with other services as quickly as possible.

Please note that between you and the second volunteer, one of you will be driving between referrals whilst the other can support with navigation. You must be over 25 to drive on shift. Please do still apply for the role if you don't drive / are under 25, as we still need non drivers.

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

- Responding to StreetLink referrals including those from members of the public and self-referrals.
- Working with a partner volunteer to locate referrals and identify those who are rough sleeping.
- Approaching those rough sleeping in a respectful manner, and gathering basic information if they wish to engage.
- Passing information about referrals to the Outreach team to follow up on – they will offer support to those rough sleeping to find accommodation and link them into non-accommodation based support for example around physical or mental health.
- Adhering to St Mungo's Policies and Procedures at all times.

Where/ When will I be volunteering?

Bristol, Tuesdays and Wednesdays, 6.15am-8.30am or Saturdays, 7am-10am (1 shift per month)



Do I need to have any specific skills?

- Personal resilience
- Confidence to interact with those you find sleeping rough (we have a set script for you to follow).
- The ability to work closely with other volunteers and without direct supervision from a member of staff.



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- Driving license (preferred but not essential).
- Client and customer focused.
- A friendly personality, good interpersonal skills, enthusiasm and motivation.
- 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.



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.