Ending homelessness.
Rebuilding lives.

Streetlink London Volunteer

StreetLink London is a remote team that work over the phone to support people that are rough sleeping or at risk of rough sleeping, in London. Our aim is to connect people to support available to them in London, providing advice and signposting tailored to someone's circumstances. We are looking for volunteers to support our very busy service based in St Mungo's Head Office, so we are able to answer as many of our calls as possible.

What will I be doing?

In this role, you will be:

- Taking calls from those rough sleeping or at risk of rough sleeping in London
- Completing short assessments over the phone to ascertain someone's situation
- Providing detailed signposting to other services that can provide advice and support to someone
- Providing brief advice to callers on steps they can take to resolve/prevent homelessnes
- Creating and processing detailed referrals to local outreach teams when someone is already bedding down in a specific location
- Adhering to St Mungo's Policies and Procedures at all times
- Actively promote equity, diversity and inclusion among staff, fellow volunteers and clients

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?

- Confidence answering phone calls and a good telephone manner
- Good IT skills
- Ability to act calmly under pressure, and resilience
- Client focused
- 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.



What support will I receive in return?

We have a dedicated team to support you in your volunteer journey with us. The Streetlink team are also experts in recruiting, training and supporting Streetlink volunteers. You can find out more about what you'll gain from being a St. Mungo's volunteer on our volunteering webpages..

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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 for further support.