Ending homelessness.
Rebuilding lives.

Housing First Peer Volunteer

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.

Housing First is an innovative service that provides independent tenancies and intensive personalised support to clients with a history of rough sleeping. The service secures self-contained accommodation for clients who would not typically be deemed as 'housing ready', enabling high support clients with multiple disadvantages the opportunity to live independently, with support from our team. By adopting this flexible, creative and personalised approach, Housing First aims to support individuals to manage tenancies in the community and to improve their quality of life.

What will I be doing?
As a Housing First Peer Volunteer you will work alongside staff to help clients maintain their tenancies and integrate into the community. You will gain experience of supporting vulnerable adults and, using your own lived experience, will build trust and rapport with clients to empower them to achieve their personal recovery goals.

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

- Accompanying clients to attend appointments at the job centre, GP and other services
- Accompanying clients on outings to the library, and other local community activities.
- Supporting clients to access services over the phone and online
- Supporting clients in a range of practical ways under the guidance of the Housing First worker.
- 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?
Information on location and time commitment requirements is provided within this role's advert. This role will include daily travel across a range of locations.

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 lived experience of any of the following – homelessness, mental health/physical health/substance use, domestic abuse, history of offending and/or experience of accessing support services
- Be in the later stages of your recovery – stable and confident enough to volunteer closely with clients who are still active in their addiction.
- Have resilience and a good support network

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- Ability to work within St Mungo's procedures around boundaries, confidentiality, Health and Safety and safeguarding.
- 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.

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