

## Client Advisory Board Member

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### What will I be doing?

Our Client Advisory Board (CAB) is a group of clients or former clients who work in partnership with our organisation and senior leadership. Its members influence the direction of travel of St. Mungo's and are actively involved in high level decision making.

In your role, you will be:

- Expected to attend approximately 6 formal and 6 informal CAB meetings a year either in person or remotely.
- Spending time outside these meetings to review the documentation and information provided.
- Attending training and development sessions to increase your understanding, knowledge and skills.
- Reading and querying presentations, reports and other highly sensitive and confidential information.
- Reviewing, analysing and evaluating information to improve existing practices and develop new ones.
- Providing your views and opinions on a wide range of topics.
- Using your personal experience to influence St. Mungo's work.
- Adhering to St Mungo's Policies and Procedures at all times.

### Where/ When will I be volunteering?

Location: Meetings take place either at our Head Office in London or you can join remotely

Time commitment: Up to 5 hours a month for 2 years.



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

- Experience of using St Mungo's services as a client within the past 2 years.
- Commitment to being an active member of the board for up to 2 years.
- Understanding and commitment to confidentiality.
- Understanding of homelessness and its impact.
- Ability to participate in a formal meeting environment.
- Excellent communication skills.
- Reliability, punctuality and a collaborative manner.
- 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 roles and 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.