



**Ending homelessness.
Rebuilding lives.**

Monitoring and Evaluation Volunteer

What will I be doing?

As a Monitoring and Evaluation Volunteer you will lead on facilitating and digitalising incoming client (service user/people who access our homelessness support) feedback to help us identify successes and areas for development in the way we engage and support our clients. Our client survey, which will be your main focus initially (with a possibility of remaining in the role), is focused on ensuring we comply with regulatory requirements with regards to how we support clients, and ensuring we have a good understanding of how clients feel about the support they receive from us.

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

- Supporting with our Tenancy Sustainment Measure Client Survey: Digitalising client feedback so that it can be evaluated easily and used in reports
- Supporting with ad hoc tasks around the client survey and possibly other projects facilitated by our research team
- Adhering to St Mungo's Policies and Procedures at all times.

Where/ When will I be volunteering?

Once or twice a week, 10-4pm in our Head office in Tower Hill (we can cover travel and lunch expenses: to be discussed in your induction)



Do I need to have any specific skills?

- An ability to communicate clearly and effectively, both verbally and in written form
- Responsiveness and attention to detail
- Flexibility and adaptability, for working on a variety of tasks
- Experience or interest in data management, monitoring and evaluating and analysing feedback
- 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.

We particularly welcome applicants with an understanding of data entry and analysis. This role would be most suited for those who wish to gain professional experience working on a research project for a large charity.



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.](#)



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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 or on 0203 856 6160 for further support.