



Ending homelessness.
Rebuilding lives.

Housing Support Volunteer

What will I be doing?

As a Housing Support Volunteer, you will be supporting our Criminal Justice team to shape how we support our clients into accommodation in the Private Rented Sector (PRS).

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

- Developing team resources to help us track clients who need Private Rented Sector (PRS) properties
- Managing sensitive information about our clients and their property needs.
- Reaching out to clients after their property viewings to confirm attendance and collect their feedback on their experience.
- Thinking of creative and engaging ways to capture and analyse client feedback.
- Adhering to St Mungo's Policies and Procedures at all times.

Where/ When will I be volunteering?

See this role's advert for more information on location and time commitment.

Please note that, although this role is not prison based, you will need to go through prison vetting to be able to access the client database.



Do I need to have any specific skills?

- Good IT skills
- Ability to work independently
- Collaborative with good communication skills.
- Understanding of confidentiality.
- 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 for further support.