



Ending homelessness.
Rebuilding lives.

Housing First Volunteer

What will I be doing?

As a Housing First 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 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 any specific skills?

- Have resilience and a good support network
- 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.



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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.