

## Hub Support Volunteer

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### What will I be doing?

As a Hub Support Volunteer, you will make a difference by supporting clients to engage with us in our hub.

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

- **Reception and administration:** meeting and greeting clients and visitors, handling client and visitor queries, recording information as well as taking and redirecting calls and relaying messages.
- **Café:** Serving free drinks and snacks to our clients while creating a friendly and safe environment for them to get engaged with the organisation and even make friends and develop life skills.
- **Client activities:** Guiding clients through the building when necessary and signposting them to the relevant team. Engaging with clients through doing arts and crafts or just sitting down and talking to them.
- Adhering to St Mungo's Policies and Procedures at all times.

### Where/ When will I be volunteering?

The Hub role will be based across our drop-in centres for those experiencing homelessness in Bournemouth. Hubs will be open for drop ins from 10:00 to 13:00 Monday to Friday.

We would need your help for a minimum of 3 hours per week in the hub. You will be able to book your shift as part of a rolling rota so you can fit your volunteering around other commitments.



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

- Confident being the first point of contact for clients, staff and others.
- Flexibility, resilience, and a can-do attitude.
- A friendly personality, good interpersonal skills, enthusiasm and motivation.
- Comfortable working in a fast-paced environment
- Client and customer focused when supporting people who may have offending behaviour, substance use, mental health problems or else
- 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.

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## 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.

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