



Ending homelessness.  
Rebuilding lives.

## Client Insight Volunteer

### What will I be doing?

As a Client Insight Volunteer, you will:

- Complete a questionnaire to help us review some of our organisational policies, using your lived experience and your experience of using our services
- Be able to choose which policy topics you would like to review
- Share your observations, thoughts and experiences with the Quality and Assurance team in a timely manner
- Tell us what's working well and what could be improved
- Join meetings with staff and other volunteers from time to time, as part of the review process

### Where/ When will I be volunteering?

Ad hoc with varying commitment time each time a policy needs reviewing. Mostly online but it can be on the phone or in our head office, if preferred.



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

- Good literacy skills
- Good time management and critical thinking skills
- Communicating effectively both verbally and in writing
- Lived experience of our services
- Good IT skills: sending and managing own emails, reading documents online and filling in online forms



### What's in it for me?

- You get to shape policies that may affect the service and support you and your peers get
- You help us see what we've missed
- You will gain self-confidence in advocating for yourself and others

### How do I get started?

Contact us at [clientinvolvement@mungos.org](mailto:clientinvolvement@mungos.org) or on 0203 856 6160 for further support.