



Ending homelessness.

Rebuilding lives.

Project Support Volunteer

What will I be doing?

As a Project Support Volunteer, you will support the local team to provide day-to-day as well as ongoing support to their clients, adding to their capacity and reach. You will be supporting us with all or some of the following tasks:

- Covering reception, meeting and greeting clients and visitors, handling their queries and recording information.
- Answering the phone, directing calls and relaying messages.
- Signposting clients to relevant activities and team and supporting them moving around as appropriate.
- Supporting the smooth running of the project
- Maintaining the space clean and tidy and welcoming.
- Supporting staff with various tasks as and when needed.
- Adhering to St Mungo's Policies and Procedures at all times.

Where/ When will I be volunteering?

Information on location and time commitment requirements is provided within this role's advert.



Do I need to have any specific skills?

- Confident being the first point of contact for clients, staff and others.
- Flexibility 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?



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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 or on 0203 856 6160 for further support.