



Ending homelessness.
Rebuilding lives.

Literacy Support Volunteer

By supporting clients within our service, you could make a significant difference to their lives. Many of the people we support face barriers to learning and lack confidence in their reading and writing abilities. Your support can help clients develop essential literacy skills, improve their wellbeing and self-esteem, and increase their opportunities to access education, volunteering, training, and employment.

What will I be doing?

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

- Provide one-to-one or small groups literacy support to help clients improve their reading, writing, spelling and communication skills.
- Support clients to develop the literacy skills needed for everyday life, education, training, volunteering, and employment.
- Help clients to complete forms, understand written information and build confidence in using written communication.
- Encourage and motivate clients to engage with learning, particularly those who might have had previous negative experiences of education.
- Create a welcoming, supportive and inclusive learning environment.
- Promote clients' independence, confidence, and self-belief through positive encouragement and support.
- Adhere to St Mungo's Policies and Procedures at all times.

Where/ When will I be volunteering?

See the role advert

Do I need to have specific skills?

- Good reading, writing, and communication skills.
- Experience of supporting adults with literacy development is desirable but not essential.
- A patient, encouraging and person-centred approach.
- A friendly personality, good interpersonal skills, enthusiasm and motivation.
- 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.

We particularly welcome applicants with lived experience.



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?



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[Apply online](#). Or, contact us at volunteer@mungos.org or on 0203 856 6160 for further support.