



**Ending homelessness.  
Rebuilding lives.**

## Client Ambassador

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What will I be doing?

As an organisation, we believe in involving clients in all our work. As a Client Ambassador, you will be one of our most powerful advocates in talking to the wider public about our positive impact and ambitions as well as your personal experience of homelessness.

In this role, you will be:

- Attending events or meetings to raise awareness of St Mungo's impact and ambitions and bring our work to life for important stakeholders
- Sharing your story internally or externally as a client or ex-client of St Mungo's
- Representing the charity in a positive and professional manner
- Promoting planned fundraising initiatives and activities
- Promoting St Mungo's campaigns and encouraging others to take campaigning actions
- Adhering to St Mungo's Policies and Procedures at all times.

Where/ When will I be volunteering?

See this role's advert for more information on location and time commitment.



Do I need to have any specific skills?

- Be a client or ex-client of St Mungo's and be willing to share their story
- Be passionate about promoting the work of St Mungo's and be able to inspire others
- Be confident to travel to meetings in various locations in London
- Be willing to attend training to develop in your volunteer role
- Be interested in developing your communication skills including public speaking
- 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](mailto:volunteer@mungos.org) or on 0203 856 6160 for further support.