



Ending homelessness.  
Rebuilding lives.

## Client Reviewer

### What will I be doing?

As a Client Reviewer you will:

- Share your observations, thoughts and experiences on what's shared with you in a timely manner
- Read and review policies and other documents about issues relating to your experience of using our services
- Tell us what's working well and what could be improved
- Join meetings with other reviewers from time to time

### Where/ When will I be volunteering?

Ad hoc with varying commitment time each time.

Mostly remotely but you may be invited to some review meetings/ workshops from time to time.



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

- Good literacy skills
- Curiosity and critical thinking
- Attention to detail
- Good communication skills, verbal and written
- Lived experience of our services
- Good IT skills: using an email address, reading documents online, sending feedback over email, filling in online forms
- Time management
- 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.



### How will I make a difference?

- You learn how policies are created and reinforced
- You get to shape policies that may affect you and others with similar experiences
- You speak up for others in your community
- You help us see what we've missed
- We save time and money by getting things right the first time
- You help us get one step closer to our mission to end homelessness

### 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.