

Enhanced First Response Volunteer

At St Mungo's we provide a bed and support to more than 3,150 people in accommodation each night. As well as accommodation services, we also provide a range of services, such as running activities, skills and employment training, and tenancy support, to help people at every stage of their recovery from homelessness. At the heart of all of our services is our commitment for everyone to have a place to call home and fulfil their hopes and ambitions.

Enhanced First Response exists to help find those rough sleeping quicker, and pass on valuable information to the Outreach team so that they can spend their time supporting those found to move away from the streets and get connected to other local services as quickly as possible. As an enhanced volunteer, you will be leading the First Response shift with a partner volunteer, looking for referrals that have been made for people sleeping rough and, where you find people, engaging with them to find out key information to pass onto the Outreach team. This will enable our Outreach team to spend time working with those rough sleeping to help them as quickly as possible.

What will I be doing?

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

- Responding to StreetLink referrals including those from members of the public and self-referrals.
- Working with a partner volunteer to locate referrals and identify those who are rough sleeping.
- Approaching those rough sleeping in a respectful manner, and gathering basic information if they wish to engage.
- Passing information about referrals to the Outreach team to follow up on – they will offer support to those rough sleeping to find accommodation and link them into non-accommodation based support for example around physical or mental health.
- Adhere to St Mungo's Policies and Procedures at all times, and maintain professional boundaries when interacting with referrals.
- Promote St Mungo's work in an appropriate manner.
- Actively promote equality, diversity and inclusion among staff, fellow volunteers and clients.

Where/ When will I be volunteering?

- Reading
- Our projects and services run across London and the South of England. We aim to match you to the most suitable volunteer role. After we receive your application, we will give you more information on the exact location and time you'll need to commit to the role as well as the specific service you'll be supporting.

Do I need to have specific skills?

- Personal resilience.
- Confidence to interact with those you find sleeping rough (we have a set script for you to follow).
- The ability to work closely with other volunteers and without direct supervision from a member of staff.
- Driving license (preferred).
- Client and customer focused.
- A friendly personality, good interpersonal skills, enthusiasm and motivation.
- Collaborative with good communication skills.



**Ending homelessness.
Rebuilding lives.**

- 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 experience of using and moving on from support services.

What support will I receive in return?

- Our First Response volunteer training as well as access to further learning and development opportunities from our specialised Volunteer Services team.
- Regular support from the First Response team.
- Reimbursed volunteering expenses.
- New skills and experience within the largest homelessness services provider - both extremely valuable if you seek paid employment in the sector.
- Professional references after 3 months volunteering.
- A dedicated Volunteer Services team to support your volunteering.
- Access to our Volunteer Development Pathway to help you to develop the skills and experience to support your progression.

How can I apply?

Complete our online application form. Or, contact us at volunteer@mungos.org or on 0203 856 6160.

