



**Ending homelessness.  
Rebuilding lives.**

## First Response Volunteer

What will I be doing?

As a First Response Volunteer you will be helping to find those who are sleeping rough as quickly as possible. By checking referrals, you are helping the Outreach team to spend more time supporting those found to move away from the streets and connect with other local services. This is not a client-facing role and therefore is well suited to somebody looking for their first role in the homelessness sector. However, we do also offer development opportunities to develop your skills and knowledge about rough sleeping for those interested.

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.
- Passing information about referrals to the Outreach team to follow up on – they will help the person find accommodation and link them into non-accommodation-based support for example around physical or mental health.
- Adhering to St Mungo's Policies and Procedures at all times.
- At this stage you will not be directly interacting with those rough sleeping, although the role does offer development pathways.

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?

- Ideally a person who lives, works or studies near the relevant borough.
- Have personal resilience.
- The ability to work closely with other volunteers and without direct supervision from a member of staff.
- The physical ability to work on the streets – there can be a lot of walking involved.
- Client and customer focused.
- A friendly personality, good interpersonal skills, enthusiasm and motivation.
- Willing to learn and develop within the role.
- 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 experience of using and moving on from support services.



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 [firstresponse@mungos.org](mailto:firstresponse@mungos.org)