



**Ending homelessness.
Rebuilding lives.**

Language Support 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.

What will I be doing?

As a Language Support Volunteer you will be working with clients, whose understanding of English is limited, to provide translation assistance (written and verbal) at our Private Rented drop-in sessions.

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

- Supporting clients to look through and apply for Private Rented accommodation options online.
- Assisting case workers and clients in conversation by translating what is being said into English and vice versa.
- Translating clients' personal correspondence into their native language and supporting the client to respond appropriately to it.
- Using Language Line to assist with translation where you and a client do not share the same language.
- Adhering to St Mungo's Policies and Procedures at all times.
- Promoting St Mungo's work in an appropriate manner.
- Actively promoting equality, diversity and inclusion among staff, fellow volunteers and clients.

Where/ When will I be volunteering?

Information on location and time commitment requirements is provided within this role's advert.

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?

- To be fluent or very competent in one more language other than English.
- And/or to be confident in using Language Line to provide assist with translation where you and a client do not share the same language.
- Good written and verbal communication skills in English.
- A good standard of IT skills, particularly MS Word, Outlook and experience of using the internet.
- The ability to work within clearly defined boundaries, to follow guidelines and maintain confidentiality.
- A friendly personality, good interpersonal skills, enthusiasm and motivation.
- 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 core volunteer training as well as access to further learning and development opportunities from our specialised Volunteer Services team.
- A role induction and role-specific training as well as regular support from your volunteer



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supervisor.

- 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