

## StreetLink London Volunteer

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### What will I be doing?

As a StreetLink London Volunteer, you will be part of our [StreetLink London referral line](#) which works to connect people who are rough sleeping to homeless support services in their area. You will play a vital role in connecting people to support that can help them end their homelessness.

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

- Supporting with a high volume of calls and alerts via our website and mobile app from members of the public and people who are sleeping rough themselves.
- Creating detailed alerts for local outreach teams so that people rough sleeping are found as quickly as possible.
- Signposting people experiencing homelessness to other homeless support services.
- Educating callers on a variety of issues related to homelessness.
- Adhering to St Mungo's Policies and Procedures at all times.

### Where/ When will I be volunteering?

StreetLink London referral line is based at St Mungo's Head Office, based at 3 Thomas More Square, London, E1W 1YW.

Time commitment: 2 hours per week, anytime between 3pm and 9pm and any day from Monday to Friday for a minimum of six months.



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

- Confidence in answering phone calls and a warm telephone manner.
- Excellent IT skills (word processing, data entry, Google maps).
- A friendly personality and customer-focused approach.
- Ability to stay calm under pressure.
- 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 lived experience of homelessness and homeless services.

# StMungo's

Ending homelessness.  
Rebuilding lives.



## What support will I receive in return? [OBJ]

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.

