



The Mendicity Institution

The Mendicity Institution is the oldest working charity in Dublin. Established in 1818, it has been in operation for over 200 years creating opportunities for people experiencing homelessness, isolation and marginalization.

We help people empower themselves so they can work their way out of homelessness. We are inclusive, we are innovative and we provide quality service to all people who come to us.

In 2018 The Mendicity' served over 25,000 meals and offered assistance through Polish, Russian, Lithuanian, Romanian along with English.

The Mendicity delivers a range of tailored programmes to service users and seeks to examine, plan and prepare responses to homelessness testing their efficacy and continuously reviewing to improve

We are currently looking to recruit a team of volunteers to assist with our evening Free Phone service.

Many of those accessing Mendicity's services are calling the Homeless Free Phone at 4.30 pm daily, and are on one-night-only basis in hostels. Should they not receive a bed at 4.30, they are required to call back at 10.30 pm. Mendicity's Evening Free Phone service provides support in various ways:

- Free Phone support to those who don't speak English as their first language
- Support to those who don't have access to a phone
- A place to wait for those who can't access hostels until later that evening
- A place to wait for those who need to call back the Freephone at 10.30 pm
- Assessment, support planning and goal setting
- Preparing housing and other applications along with assistance, information and advocacy.
- Providing information in relation to social welfare supports, housing and training available

Title of Role : Evening Service Volunteer

Reporting to : Head of Operations / CEO

Location : The Mendicity Institution
9 Island Street

Dublin 8

Purpose of Role: To support Mendicity staff in the provision of the evening Free Phone service

Main Tasks and Responsibilities:

- To support the staff member on duty
- To ensure the supervision and safety of all service users present in the building
- Support staff in preparing and serving a light meal
- Ensuring the food centre is left clean and tidy when finished
- Conversing with service users and assisting staff in helping service users accessing accommodation and other relevant services
- Calling the Free Phone at 10.30 pm if necessary
- Complying with Mendicity's Policies and Procedures

The ideal person:

1. Must be committed to, and passionate about, working with people and empowering them to overcome the issues they are faced with.
2. Have strong communication skills
3. Excellent time management skills and an ability to establish professional boundaries

Desirable skills:

Fluency in another language (Russian, Polish, Lithuanian or Latvian),

Hours & Duration:

We require volunteers to be available for one evening per week (Mon – Fri) from 6 – 11 pm.

We also require a minimum commitment of 3 months.

This position is subject to Garda Vetting under Schedule 1, Part 2, Section 3 of the National Vetting Bureau (Children and Vulnerable Persons) Act 2012 – 2016.

To apply, please send a CV to kate@mendicity.org