

MEDIA RELEASE

STRENGTHENING VOLUNTEER MANAGEMENT CAPABILITIES OF SOCIAL SERVICE AGENCIES THROUGH NCSS' ENHANCED VOLUNTEER MANAGER FUNDING SCHEME

SINGAPORE, 24 MARCH 2021 – Since the launch of the NCSS Enhanced Volunteer Manager Funding Scheme (Enhanced VMFS) on 19 August 2020, 44 professionals, managers and executives have been hired under the scheme as dedicated volunteer managers at social service agencies (SSAs), with 6 more coming on board in the coming months. The two-year scheme supports SSAs in obtaining manpower that can help them transform and adapt their services in the new normal through strengthening their volunteer management capacity.

2 Speaking at the welcome session for the new volunteer managers held on 24 March 2021, Ms Anita Fam, President, NCSS said, “We envision a transformation of the social service sector to SSA 3.0 to better cope with future challenges and serve the needs of Singaporeans – SSAs driven by committed social service professionals, augmented by volunteers and enabled by technology. While talent and digitalisation are key enablers in this journey, being able to harness volunteers’ expertise and time is very much central to helping us achieve this vision.”

3 Speaker of Parliament, Mr Tan Chuan-Jin, advisor to NCSS, who had launched the scheme in August last year, also welcomed the new volunteer managers at this session. He said, “As we continue to encourage more people to step forward to give back by investing their time, talents and resources to create a more caring and empowering society, let us not forget volunteer managers as a key enabler in this vision.”

4 The new volunteer managers can impart transferrable skills outside of the social service sector and tap on past networks to establish new partnerships. One of the new volunteer managers hired by The Young Men’s Christian Association (YMCA) of Singapore under the NCSS Enhanced VMFS, is Leona Leong. She hopes to leverage her network through her previous positions as a relationship manager in the banking industry, a flight attendant with Singapore Airlines, and experiences running a social enterprise to bridge partnerships between community stakeholders and organisations in the private sector to develop innovative solutions to enhance service delivery for the clients at the YMCA.

5 NCSS will also connect the new volunteer managers with stakeholders in the ecosystem to help them further engage and develop volunteers. One such stakeholder is the Volunteer Centre, a community-based organisation that actively recruits, manages and develops a pool of volunteers within a locale. The Volunteer Centres can support the

volunteer managers by tapping onto a wider pool of volunteers across the locale, and by promoting volunteering opportunities available.

6 To help the new volunteer managers be familiarised with the social service landscape and equip them with the skills and knowledge to perform in their roles, NCSS has curated an onboarding and training programme, which includes e-learning modules, workshops and networking sessions. They will also be guided by Volunteer Management Champions, who are experienced volunteer managers recognised for their skills and commitment and have been identified as champions to promote good volunteer management practices within the social service sector. NCSS has also provided a \$3,000 grant for each volunteer manager under the scheme to attend courses related to volunteer management or specific to the sub-sector that the volunteer manager's agency operates in, such as seniors, youth or disability.

7 Prison Fellowship Singapore is an SSA who hopes to work more closely with their volunteers through the hiring of their first dedicated volunteer manager under the NCSS Enhanced VMFS. Mr Chua Kok Wan, Executive Director at Prison Fellowship Singapore, said, "One of the challenges for a volunteer manager is to identify volunteers who are willing to contribute more and be the agency's partner, beyond just a volunteer. This stakeholder conversion from volunteer to partner will transform an agency's reach in the community and can only be done with a full time Volunteer Manager."

8 NCSS also launched a new video, titled "Beacon", directed by local award-winning filmmaker Daniel Yam as a tribute to volunteer managers as they transform the lives of service users and champion change in society through volunteer management. The video depicted the journey of a volunteer manager played by Natalie Chong, a volunteer manager from New Hope Community Services who is also a Volunteer Management Champion, to show the pivotal role that volunteer managers play in rallying volunteers to be a beacon of light and hope to those in need in Singapore. The video also featured volunteers from Team Nila Singapore and New Hope Community Services and can be accessed via <https://go.gov.sg/ncss-beacon>.

9 Apart from efforts to boost volunteer management capabilities in SSAs, other NCSS initiatives to catalyse transformation in volunteer management include a roadmap to guide SSAs in leveraging technology to implement a Volunteer Management System and an online Volunteer Engagement Tool to measure volunteer satisfaction.

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About National Council of Social Service (NCSS)

NCSS is the umbrella body for over 450-member social service organisations in Singapore. Its mission is to provide leadership and direction in enhancing the capabilities and capacity of our members, advocating for social service needs and strengthening strategic partnerships, for an effective social service ecosystem. Community Chest and Social Service Institute (SSI) are part of NCSS. For more information, please visit: www.ncss.gov.sg.

About SG Cares

SG Cares is a national movement dedicated to building a more caring and inclusive home for all. The movement invites all who live in Singapore to put values into action through active volunteerism, ground-up efforts and everyday acts of care. It also aims to build capability across various sectors and organisations to grow opportunities for volunteering. By inspiring and supporting one another, we can show the world that we are a nation with a big heart.

www.sgcares.sg