



In the spirit of



MEDIA RELEASE

NCSS LAUNCHES SCHEME TO HELP SOCIAL SERVICE AGENCIES STRENGTHEN VOLUNTEER MANAGEMENT CAPABILITIES

SINGAPORE, 20 AUGUST 2020 – The National Council of Social Service (NCSS) launched the Enhanced Volunteer Manager Funding Scheme (Enhanced VMFS) on 19 August 2020 to help social service agencies (SSAs) in Singapore strengthen their volunteer management capabilities by providing funding for dedicated volunteer managers. NCSS aims to hire up to 50 professionals, managers and executives (PMEs) from outside the social service sector with relevant skills and experience to take on the role of volunteer managers, with a budget of \$8 million approved from the Care and Share matching grant from FY2020-FY2022.

2 Ms Tan Li San, Chief Executive Officer, NCSS said, “ Under the SG Cares movement, NCSS plays a critical role in enhancing the long-term volunteer management capabilities of the social service sector, together with the National Volunteer Philanthropy Centre. The Enhanced VMFS will be especially crucial in the ‘next normal’ post-COVID-19 as it will provide resources for SSAs to manage and mobilise volunteers and put in place a volunteer continuity plan. With the additional headcount, we envision a quicker recovery for SSAs’ volunteer programmes through effective management of volunteers. We hope to have our member agencies’ support and commitment to strategic volunteer management as we navigate upcoming challenges in the social service sector and collaborate to emerge stronger together.”

3 Manpower shortage has always been a key challenge faced by many SSAs in delivering effective social services. According to a sector survey conducted by NCSS in 2018, only about half of the 242 agencies that responded to the survey have dedicated headcount for volunteer management. The number of agencies that report having more than 50 regular volunteers is also about half. The ongoing COVID-19 situation and safe distancing measures have exacerbated the manpower constraints faced by agencies.

4 The new Enhanced VMFS hopes to tackle these issues by attracting 50 PMEs with transferable skills from outside the social service sector to join the SSAs as dedicated volunteer managers. The two-year manpower funding scheme will provide financial support for this headcount so SSAs can strengthen their strategic management and mobilisation of volunteer resources to enhance service delivery.

5 The Enhanced VMFS seeks to build on the success of a pilot from 2016 to 2018, where ten SSAs had a dedicated volunteer manager funded for two years. The pilot showed that, with a dedicated volunteer manager and a volunteer management framework in place, SSAs

were able to improve their volunteer recruitment processes, streamline volunteer data management, provide better training to nurture volunteers, and enhance volunteer recognition and retention. SSAs on the scheme were also able to:

- Increase their capacity to serve users by an average of 60%;
- Grow the number of volunteers and regular volunteers¹ by 49% and 140% respectively;
- Augment manpower with almost 12 full-time equivalent staff per agency from the increase in regular volunteer hours; and
- Achieve an average of 91% in terms of volunteers' satisfaction.

More findings from the pilot can be found at www.ncss.gov.sg/VMFS.

6 Additionally, NCSS will support SSAs in the recruitment and onboarding of PMEs by providing networking opportunities with more experienced volunteer managers and resource guides on volunteer management. All SSAs, who are NCSS members and engage regular volunteers in service delivery, are eligible to apply for the Enhanced VMFS. Interested SSAs can download the application form from go.gov.sg/evmfsapplicationform and email the completed form to volunteer_resource@ncss.gov.sg by 9 September 2020. Refer to Annex A for more information on the Enhanced VMFS.

7 As part of its efforts to further support and strengthen the sector's volunteer management capacity during the COVID-19 pandemic, NCSS has also published resources such as a [Volunteer Continuity Planning Guide](#) that helps SSAs to ensure the continuity of volunteer activity in times of crisis, and organised webinars in its Volunteer Management Network for SSAs to address concerns over volunteer management and engagement in the face of new challenges. Other upcoming projects include strengthening SSAs' professional volunteer management capabilities through the development of volunteer management e-learning modules and a competency roadmap.

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Ms Deanne Galicia

Associate

Ogilvy Singapore

Tel: 8292 6895

Email: deanne.galicia@ogilvy.com

Ms Chew Kia Huey

Senior Manager, Communications Division

Ministry of Social and Family Development

Tel: 9021 0673

Email: chew_kia_huey@msf.gov.sg

¹ Regular volunteers are volunteers who offer at least 24 hours of service, with a frequency of at least 4 times per year, as defined by NCSS

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

FACTSHEET ON ENHANCED VOLUNTEER MANAGER FUNDING SCHEME

1. Objectives

The Enhanced Volunteer Manager Funding Scheme (Enhanced VMFS) is a 2-year manpower support funding scheme, which seeks to fund up to 50 Volunteer Managers (VMs) in Social Service Agencies (SSAs) to strengthen volunteer management capacity. It brings in professionals, managers and executives (PMEs) from outside the social service sector with transferable skills and traits into the sector to take on volunteer management roles, contributing at the agency's strategic planning level.

2. Benefits of Resourcing SSAs with a Dedicated VM

Dedicated VMs can help agencies enhance volunteer-readiness by:

- Strategising volunteer and community involvement to cope with crises, e.g. putting in place a volunteer continuity plan, and to adapt to the new norm, post COVID-19;
- Increasing the volunteer pool to meet additional resource needs;
- Institutionalising standard operating procedures to increase efficiency; and
- Developing a volunteer training and development framework to better equip volunteers in their roles.

These in turn will advance SSAs' capacity and capability in strategic management and mobilisation of volunteer resources to enhance service delivery and increase professionalism in volunteer management. SSAs can use the Enhanced VMFS to recruit a dedicated VM to expand the volunteer management team.

3. Eligibility Criteria for SSAs

All SSAs which are NCSS members and engage volunteers in the delivery of services are eligible to apply for the Enhanced VMFS.

4. Funding Support

(i) Funding Period

To provide flexibility to SSAs in addressing manpower needs and more time to bring on board the right candidate, SSAs can choose from three funding periods for the 2-year (24-months) scheme:

Option 1: 1 Nov 2020 to 31 Oct 2022

Option 2: 1 Dec 2020 to 30 Nov 2022

Option 3: 1 Jan 2021 to 31 Dec 2022

Upon funding approval by end October 2020, SSAs will indicate their preferred funding period.

(ii) Funding Coverage for a Dedicated VM

Components	Coverage
Headcount salary*	90% (Year 1); 60% (Year 2) Total funding for Year 1: Up to \$86,550 (inclusive of AWS and other bonuses)
Training cost*	Up to \$3,000 per year
Retention bonus	\$3,000, payable to the VM, upon completion of 2 years full-time employment

**Funding for headcount salary and training cost will be based on the actual amount incurred.*

NCSS reserves the rights to reduce the funding quantum or recover the funding provided, should a SSA fail to meet the agreed targets.

5. Additional Support from NCSS

- (i) SSAs are encouraged to post the vacancy on [NCSS' job portal](#) and [MyCareersFuture.sg](#). NCSS can connect SSAs that require additional help to Workforce Singapore (WSG) and Employment and Employability Institute (e2i) for assistance. For SSAs already on board the Sun Ray scheme, NCSS can also refer potential candidates to take on the dedicated VM role.

More information on the Sun Ray scheme can be found on [NCSS' website](#). SSAs may also send their queries via email sun_ray@ncss.gov.sg.

- (ii) NCSS will support SSAs with the onboarding through providing:
- An e-learning module that provides an overview of Singapore's social services over the years and the principles behind its provision;
 - A training workshop on understanding the social service sector;
 - A blended learning programme that aims to increase the efficacy of professionals in volunteer engagement through the effective implementation of the concepts in the Volunteer Management Toolkit and application of the volunteer management best practices.

Networking opportunities will also be provided for them to meet other VMs in the sector.

- (iii) Resources on volunteer management can also be found on [NCSS' website](#).

6. Application Details

Interested SSAs can download the application form from go.gov.sg/evmfsapplicationform and submit the completed form to Volunteer_Resource@ncss.gov.sg by **9 September 2020**. Applicants will be notified of the results by end October 2020.

7. Eligibility Criteria for Dedicated VM

The new dedicated VM to be funded under Enhanced VMFS should be a Singapore Citizen or Permanent Resident, who is or used to be a PME from outside the social service sector. SSAs are highly encouraged to hire individuals with the recommended skills, competencies and traits stated in the [Skills Framework](#) and NCSS' [VMFS pilot report](#). A recommended job description for the dedicated VM can be found at go.gov.sg/evmfsjd.

8. For Enquiries

For enquiries, contact Erlinda_Heng@ncss.gov.sg or Chee_Kim_Fung@ncss.gov.sg.