

Details of the Enhanced Volunteer Manager Funding Scheme (Enhanced VMFS)

VMFS piloted in FY16 – 18 with 10 SSAs showed significant improvements

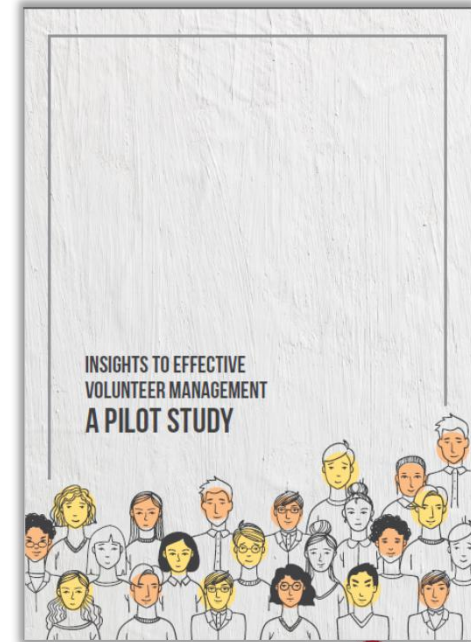
The 10 funded SSAs resourced with 1 Volunteer Manager (VM) each:

- Had an average of **60% increase in capacity to serve more service users**
- **Grew number of volunteers & regular volunteers by 49% and 140% respectively**
- **Augmented manpower** with an average of **12 FTEs¹** per agency
- Increased and achieved an average of **91% volunteers satisfaction**

The VMs helped to:

- **Increase volunteers** to meet additional resource needs
- **Institute standard operating procedures** and share best practices between centres, for SSAs with multiple centres
- **Develop a volunteer training and development framework** and e-orientation modules to improve training efficiency

¹ In terms of increase in regular volunteer hours and based on 2000 hours per work year for each staff



The Enhanced VMFS is a 2-yr manpower funding scheme funding up to 50 VMs in SSAs to strengthen volunteer management capacity

Key Objectives:

- Increase **professionalism** of volunteer management
- Advance SSAs' capacity & capability in **strategic management** and **mobilisation of volunteer resources** to enhance service delivery
- Institutionalise a **Volunteer Continuity Plan (VCP)**, as part of business continuity planning
- Bring in PMEs from outside the social service sector to take on VM roles, bringing **transferable skills & traits** e.g. strategic thinking & diversity management

An SSA can use the Enhanced VMFS to recruit its **first dedicated volunteer manager** or to **add to the volunteer management team**

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Funding Support under Enhanced VMFS

Application Period:
19 Aug – 9 Sept 20

Co-funding of headcount ¹	Training Cost	Retention Bonus
90% (Year 1) 60% (Year 2) Total funding : Year 1- up to \$86,550; Year 2- up to \$60,000	\$3,000 per year	\$3,000 at the end of 2 years

Funding Period

SSAs can choose from 3 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, SSAs will indicate the preferred funding period.

¹ Based on FY20 annual sector salary guideline of Manager/Executive Grade III

Recruitment Support in Hiring PMEs from Outside the Sector

- Making available **Social Service Tribe Job Portal** and **MyCareersFuture.sg** for posting of vacancies
- Shortlisting suitable candidates with Workforce Singapore (**WSG**)
- Making recommended **VM Job Description** available for use
- Referring potential candidates on **Sun Ray scheme** to SSAs

***Note:** Sun Ray is a career scheme administered by NCSS to develop individuals who have strong leadership qualities to head professional practices and organisations in the social service sector. It aims to systematically groom and provide the next generation of leaders for the sector.*

Onboarding Support for PMEs from Outside the Sector as VMs

NCSS will support SSAs during the onboarding process through the provision of:

	Onboarding Package
1	Understanding Singapore's Social Services - Singapore's Social Compact (<i>e-learning</i>)
2	Briefing session on Enhanced VMFS
3	Understanding Social Service Sector (<i>workshop</i>)
4	<p>Volunteer Management Practices: Connect, Engage, Develop (<i>blended learning</i>)</p> <p>The programme spreads across 3 months. It comprises of:</p> <ul style="list-style-type: none">• 7 e-learning modules• 2-day facilitated classroom training• Course assignments• Team coaching session

Networking opportunities and resource guides will be available to support new hires.

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Key Selection Criteria

Selection Criteria
Support and commitment from internal stakeholders on volunteer management and volunteer involvement
Ability to scale services (with the dedicated VM) to generate productivity increases e.g. by increasing number of service users
Ability and willingness to advocate the Volunteer Management Framework to the Sector
Readiness to start the Volunteer Management process i.e. availability of VM job description & candidate
Digital readiness in volunteer management

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Outcome and Output indicators

Indicators	Year 1	Year 2
Output Indicators		
% Increase in total volunteers	10% *	20% #
% Increase in total regular volunteers	15% *	25% #
% Volunteer satisfaction with SSA as host agency [rating scale of 0-10]	65% of volunteers rated 7 and above	80% of volunteers rated 8 and above
Number of new service based volunteerism partnership	2	5
% Increase in number of service users served	10% *	20% #
% Increase in regular volunteer manhours	15% *	25% #
Outcome Indicators		
VM maturity index [6 indicators; 0-100%] (with submission of SOPs)	At least 3 indicators rated as >70%, with submission of a Volunteer Continuity Plan VCP	All indicators rated as >85%, with desk-top implementation of VCP

*Change from baseline #Change from year 1

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Application Details for Enhanced VMFS

19 August to 9 September 2020

Access Scheme application form and materials via:



www.ncss.gov.sg/VMFS



To find out more about
Sun Ray Scheme



Email to: Sun_Ray@ncss.gov.sg

Submit completed application form to Volunteer_Resource@ncss.gov.sg

All applicants will be notified of the results by end October 2020.

For any Scheme related enquiries

Contact Erlinda_Heng@ncss.gov.sg or Chee_Kim_Fung@ncss.gov.sg

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