

FACTSHEET ON ENHANCED VOLUNTEER MANAGER FUNDING SCHEME

1. Objective of the Enhanced Volunteer Manager Funding Scheme

The Enhanced Volunteer Manager Funding Scheme (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, by bringing 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 and contribute to SSAs' strategic planning function.

2. Benefits of Resourcing Agencies 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 role.

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 volunteer manager or to expand the volunteer management team.

3. Eligibility Criteria to Apply for the Enhanced VMFS

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

4. Funding Support under the Enhanced VMFS

(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 in end October, SSAs will then indicate the preferred funding period.

(ii) Funding Coverage for a Dedicated VM

Components	Coverage
Headcount salary*	90% (Year 1); 60% (Year 2) Total funding: Year 1- up to \$86,550 (inclusive of salary, CPF and bonuses) Year 2- up to \$60,000 (inclusive of salary, CPF and bonuses)
Training cost*	\$3,000 per year
Retention bonus	\$3,000 upon completion of 2 years full-time employment under Enhanced VMFS funding period. Payable to the Volunteer Manager.

**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 an agency fail to meet the approved targets after a time period.

5. Criteria for Dedicated VM Funded under the Enhanced VMFS

The Enhanced VMFS can only be used to fund a new dedicated VM, who is a PME (*Singapore Citizen or Permanent Resident*) from outside the social service sector. SSAs are highly encouraged to hire individuals with the recommended skills, competencies and traits stated in the SSG Skills Framework and VMFS Pilot report to help the SSA strategise volunteer management and to achieve the targets set under the Enhanced VMFS. A recommended job description for the dedicated volunteer manager can be found [here](#).

6. Additional Support from NCSS

- (i) Recruitment of a Dedicated VM (PME from outside the social service sector)
- SSAs are encouraged to post the vacancy on NCSS job portal and MyCareersFuture.sg. If SSAs need additional help, NCSS can connect the respective SSAs with our partners, Workforce Singapore (WSG) and Employment and Employability Institute (e2i) for assistance.

For SSAs which are already onboard the Sun Ray scheme, NCSS can refer potential Sun Ray candidates to take on the dedicated VM role. For SSAs, which are keen to find out more about the Sun Ray scheme, more information can be found on the NCSS website or SSAs may write in directly to the Sun Ray Team (sun_ray@ncss.gov.sg).

- (ii) Onboarding of Dedicated VM (PME from outside the social service sector)
- NCSS will support SSAs during the onboarding process through the provision of:

Onboarding	Description
Understanding Singapore's Social Services - Singapore's Social Compact	An e-learning module which provides an overview of Singapore's social services over the years and the principles behind its provision.
Briefing session on VMFS	A briefing session to ensure clarity in deliverables. It is also a networking opportunity to know others.
Understanding Social Service Sector	A training workshop to equip learners with the skills and knowledge needed to understand the overall history and formation of social service, roles of key providers, scope and trends in sub sectors and functional frameworks to deliver effective services.
Volunteer Management Practices: Connect, Engage, Develop	A blended learning programme which aims to increase the efficacy of professionals in volunteer engagement through practice and application by effectively implementing the concepts of Volunteer Management Toolkit and applying the volunteer management best practices at their workplace. It comprises of: <ul style="list-style-type: none"> • 7 e-learning modules on the volunteer management framework • 2-day facilitated classroom training • Course assignments and team coaching session
Note: The programme spreads across 3 months with a total of 23 hrs of direct learning.	

Beyond the onboarding process, networking opportunities will be provided for PMEs to meet other VM practitioners in the sector.

(iii) **Resource Guides on Volunteer Management**

NCSS has aggregated a variety of resources for SSAs. To access the resource guides, please refer to: <https://www.ncss.gov.sg/GatewayPages/Donate-Volunteer/Volunteer/Volunteer-Resources>

7. Application Details

The application period is from 19 August 2020 to 9 September 2020. SSAs which are keen to participate in the Enhanced VMFS can fill in the [application form](#) and submit to Volunteer_Resource@ncss.gov.sg by **9 September 2020**. Applicants will be notified of the results by end October 2020.

8. For more information

Please refer to the [Likely Asked Questions](#) (LAQs). Should you require further information, you may contact Erlinda_Heng@ncss.gov.sg or [Chee Kim Fung@ncss.gov.sg](mailto:Chee_Kim_Fung@ncss.gov.sg)