

RECOMMENDED JOB DESCRIPTION OF A VOLUNTEER MANAGER

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 in Social Service Agencies (SSAs) to strengthen their volunteer management capacity. This document serves as a recommended job description for SSAs for the dedicated volunteer manager funded under the Enhanced VMFS. When applying for the Enhanced VMFS, please include the detailed job description.

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| Job Title | Volunteer Manager |
| Job Purpose | Volunteers contribute to community development by committing time and effort. With strategic management and mobilisation of volunteer resources, volunteers can augment the work of SSA staff, thus enhancing service delivery and achieving the mission of the SSA. Volunteer managers play a critical role in enhancing the SSA's volunteer-readiness to retain and attract committed volunteers. |
| Key Responsibilities | <p>You will:</p> <ul style="list-style-type: none">• Develop the volunteer strategy in line with the SSA's vision and mission• Project the SSA's requirements for volunteers and develop the volunteer recruitment and retention strategy• Evaluate, enhance and implement volunteer management policies and processes (e.g. volunteer training, development, recognition, engagement)• Develop risk mitigation measures and a volunteer continuity plan as part of the SSA's business continuity plan• Implement IT systems or solutions for volunteer data analysis and impact management• Develop a volunteer friendly culture within the SSA by engaging, supporting and training staff whom volunteers will be working with• Source, develop and sustain collaborations with other SSAs, community stakeholders, corporate partners and government agencies• Identify emerging approaches in volunteer management and evaluate volunteerism trends and impact which will value add to the volunteer engagement strategies and approaches |
| Requirements | <p>Skills and Competencies:</p> <ul style="list-style-type: none">• Strong leadership, analytical, problem solving and planning skills• Good interpersonal and people management skills to work with people from diverse background (i.e. volunteers and colleagues)• Good collaborative and stakeholder management skills to work across disciplines and sectors (i.e. SSAs, community stakeholders, corporate partners, government agencies)• Ability to manage a team or work independently <p>Qualifications:</p> <ul style="list-style-type: none">• Diploma/ Degree with minimum 5-8 years of experience in people management, stakeholder management, strategic work, resource management and/or project management.• Individuals looking for a career switch are encouraged.• Experience in volunteering in social service sector or volunteer management is preferred |

Should an SSA like to modify the job description to cater to its manpower needs, SSAs may use these documents as references:

1. Skills Framework for Social Service

The Skills Framework for Social Service outlines the key role, work functions, skills and competencies of a volunteer manager. For more information, you may visit:

<https://www.skillsfuture.sg/skills-framework/social-service>

2. Insights to Effective Volunteer Management: A Pilot Study

The report outlines traits of a successful volunteer manager (*page 27*). For more information, you may download the report: [https://www.ncss.gov.sg/NCSS/media/Website-](https://www.ncss.gov.sg/NCSS/media/Website-Images/VRO/VMFS-Report2019.pdf)

[Images/VRO/VMFS-Report2019.pdf](https://www.ncss.gov.sg/NCSS/media/Website-Images/VRO/VMFS-Report2019.pdf)