Your guide to the Volunteer Management System – Selection and Implementation Roadmap (VMS-SIR)

Summary

STEP 2

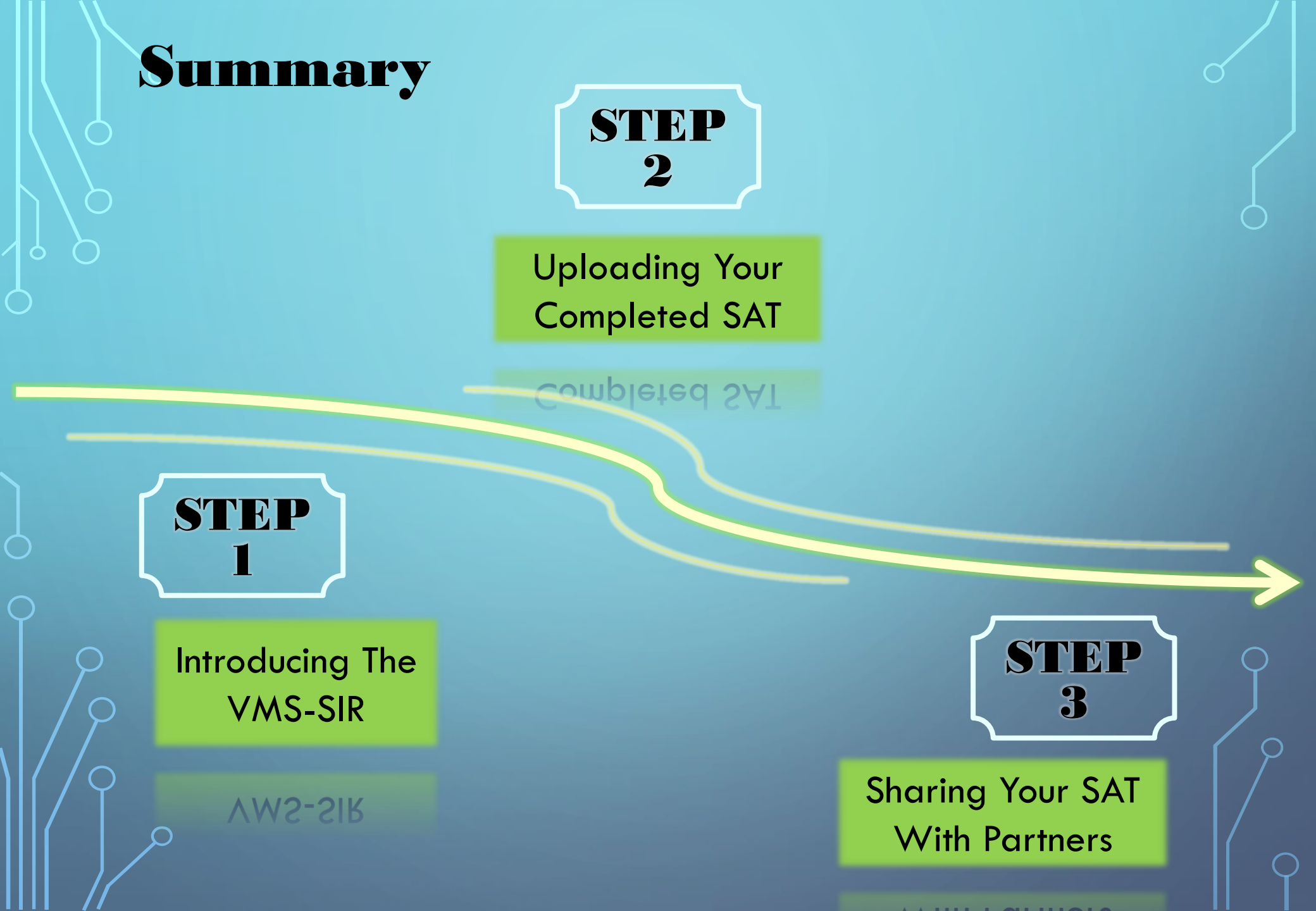Uploading Your Completed SAT

STEP 1

Introducing The VMS-SIR

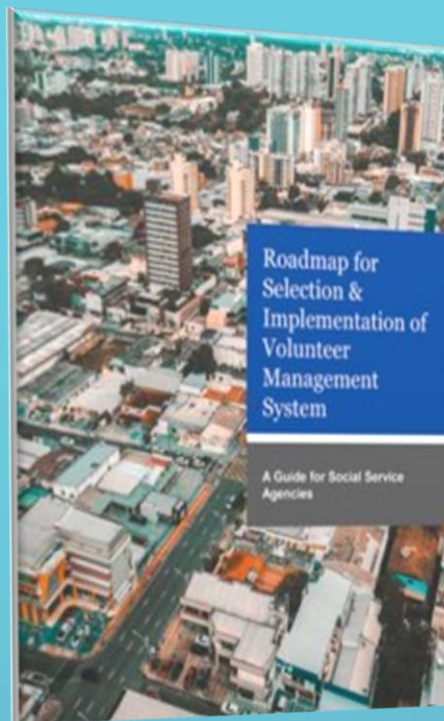STEP 3

Sharing Your SAT With Partners

STEP 1

Introducing VMS-SIR

Roadmap for
Selection &
Implementation of
Volunteer
Management
System

A Guide for Social Service Agencies

The Volunteer Management System – Selection and Implementation Roadmap (VMS-SIR) is a guide for SSAs in their search, selection and implementation of a Volunteer Management System (VMS), sharing common trends, gaps and considerations, with the inclusion of resources that can be tapped on towards the adoption of a VMS.

The VMS-SIR aims to increase adoption, usage and satisfaction of a VMS leading to optimising SSA's volunteer management capability, spending less time on data management. It provides a clearer guide and process in identifying a suitable VMS and especially for SSAs who are unclear on how to scope their needs, requirements and have optimal use of the system.

VMS-SIR

Click on the title above or scan the QR code to check out the VMS-SIR!

Within the VMS-SIR (on pg.27), there is a Self-Assessment Template (SAT) which SSAs can use to help address the difficulties in identifying and optimising the use of a suitable VMS relevant to the SSA's current position. The SAT would help agencies better understand and communicate their needs, requirements, processes and readiness for a VMS to various stakeholders.

For NCSS to continually support SSAs in building their capability and capacity in volunteer management, the completed SATs would provide much insight to the current level of the sector. Hence, we would appreciate it if you could upload and share with us your completed SAT!

Uploading Your Completed SAT

VMS-SIR SAT

Upload your SAT here

Click on the titles above or scan the QR codes

Sharing Your SAT With Partners

The Self-Assessment Template (SAT) can be used to form your basis of communication with potential VMS suppliers for them to better understand your needs, developing a system that is best suited for you and your agency.

You may choose either to :

1 Give approval for NCSS to share your completed SAT with potential VMS Suppliers and allow them to contact you to further discuss your needs and explore options with you.

OR

2 Share your SAT directly with partners you are liaising with

Frequently Asked Questions

Question	Answer
Where can I source for help for the implementation of a Volunteer Management System?	The Volunteer Management System – Selection and Implementation Roadmap includes various resources and support that you may use, such as potential funding sources.
Is there a recommended Volunteer Management System suitable for SSAs or a list of VMS suppliers / vendors for reference?	There isn't a recommended VMS for the sector. A VMS should cater to the needs of the individual SSAs, so it would be more effective for the SSA to speak with a vendor to address its requirement. Before approaching a potential VMS supplier to discuss on your needs, we would strongly recommend that you complete the Self-Assessment Template to better understand your organisation's readiness and requirements.
Will the VMS-SIR allow SSAs to evaluate the effectiveness of existing Volunteer Management System?	The VMS-SIR does not provide a direct evaluation of effectiveness of your existing VMS as such measurements are most accurate when comparing the before and after implementation of a VMS. What the VMS-SIR can offer is an indication of how your agency has been managing with a Volunteer Management System. If the self-assessment template shows a lower score despite having an existing VMS, it would be an indication to review your VMS, and to implement one that better suits your needs.
Are there different funding schemes for different areas of Volunteer Management System adoption (e.g. purchase, maintenance, customisation)?	There are no different funding schemes under VCF-Innovation & Productivity Grant (IPG) for different expenditure items. All the expenditure items related to the project will be considered as one funding if they come in as one application. However, do note that for subscription and maintenance fees for the system, VCF-IPG will only cover up to the first year. SSAs may also consider the Tech-and-Go Funding Support which is applicable for pre-scoped solutions.
Are SSAs restricted to iShine Cloud as the primary vendor for Volunteer Management System should they require funding from NCSS? Are SSAs eligible for NCSS funding should they adopt a Volunteer Management System of their choice?	iShine Cloud is a joint-venture between NCSS and Singapore Pools. As such, there are NCSS' administrators helping SSAs/charities to onboard and adopt solutions in the areas of HR, Accounting, Donor and Volunteer Management. Hence, as part of VCF grant administration procedure, all solutions related to these 4 areas will have to be reviewed and assessed by iShine Cloud. Only in the event that iShine Cloud's solutions are unable to support the project and/or unsuitable to meet the needs and requirements of the SSAs/charities, the VCF Secretariat will then consider funding the project under VCF-IPG, and SSAs/charities are then allowed to go with the vendor of their choice. Alternatively, SSAs may consider the NCSS Tech-and-Go Funding Support which supports the adoption of technology under the list of pre-scoped solutions.

Meet Some Of Our Partners*

*NCSS does not endorse any of the suppliers listed. This list is not exhaustive and is not representative of the players in the market.

Supplier Name	Supplier Description	Contact Information
Bantu	bantu is a tech startup & social enterprise (Social Tech) started in 2017 and located in Singapore that aims to bring technology innovation for the social sector in the 21st century and beyond. bantu was conferred an award as the social enterprise startup of the year 2019 from the President of Singapore Mdm Halimah Yacob. bantu Workspace, the community system that supercharges Community Management & Engagement for the social sector at large, to easily recruit, manage, & retain members, volunteers, donors & event participants.	Joel Khoo joel@bantu.life
Edhub Pte Ltd	Edhub is the leading software developer in Singapore that has more than 10 years of experience providing IT-solutions to schools and non-profit organizations. Givlly is a VMS system developed in 2019 with the aim to provide "Software as a Service" to the SSAs. It has a comprehensive suite of readily deployable VM tools that are bite-size and friendly to use. Edhub is constantly developing more SSA operational-related tools within Givlly so as to benefit the community users that are subscribed to it. Current SSA that are using Givlly includes Reach Community and Disabled People Association Singapore.	Andy Choo andy@edhub.net
iShine Cloud Ltd	iShine Cloud Limited is a charity set up by Singapore Pools to provide other charities with an affordable and integrated suite of sector-specific solutions via a secure cloud-based IT platform. Leveraging on the IT infrastructure and resources of Singapore Pools, iShine Cloud aims to improve the productivity, governance and operating efficiency of charities, thus enabling them to focus on serving their beneficiaries better. Our services are open to any charities regardless of their sector and size.	contact@ishinecloud.sg
VOOP by Trampolene	VOOP is a volunteer resource management software. We worked closely with several Social Service Organisations since day one. Given us a deep knowledge on their needs and workflows. To ensure that we are on the right track of building a product that our volunteer managers enjoy using. VOOP streamlines the volunteer management process making it efficient and productive for organisations. Enable organisations to better manage and optimise volunteer resource by digitising and simplifying workflow.	Francis Tan francis.tan@trampolene.org Wan Kum Seong kumseong.wan@trampolene.org Wong Chi Kit chikit.wong@trampolene.org