

 <b>Policy Title</b>	<b>Volunteer Management Policy</b>	<b>Policy Number:</b>	
		<b>Issue Date:</b>	
		<b>Revision No./Date:</b>	

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<b>Reviewed by:</b>	Head, Centre Management Chief Executive Officer	<b>Approved by:</b>	Committee of Management

**A. Purpose**

This document serves to provide guidelines for the management of volunteers (excluding COM members, who are also volunteers but are recruited and managed under the prescription indicated in the By-Laws).

**B. Scope**


The scope of this document covers all volunteer management activities under the management and control of SASCO Senior Citizens’ Home (HOME) and may include but not limited to the following:

- Recruitment and Screening
- Orientation and Training
- Reporting Structure and On-Site Activity Supervision
- Code of Conduct
- Support and Recognition
- Review and Evaluation
- Standard Operating Procedure and Maintenance of Forms

**C. Responsibility**

The overall responsibility for ensuring the correct application of the policies rests with the Committee of Management (COM), who will be assisted by the Management to ensure effective implementation. Compliance is compulsory for all staff and volunteers.

Policy No	Scopes of Volunteer Management	Person In Charge
<b>1.0</b>	<b>Recruitment and Screening</b>	
1.1	<p>Volunteers will be recruited through various platforms such as Giving.sg, social media etc, based on current needs and screened by the Community Engagement Department.</p> <p>Volunteers must be physically and mentally fit and have some experience interacting with vulnerable/disabled elderly. Volunteers must fill up a declaration form by Ministry of Social and Family Development (MSF). Volunteers will be screened based on a set of criteria required for the role.</p> <p>All volunteers will have to complete the Volunteer Application Form and be interviewed either face-to-face or through phone call. Screening outcome will be noted on each Volunteer Application Form and signed</p>	Community Engagement – Head, CE

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	<p>off by the Community Engagement Staff conducting the interview.</p> <p>All volunteers will need to declare by submitting the COI Disclosure Statement annually.</p> <p>Please refer to Section 7.1 (SOPs) for more details on Recruitment and Screening.</p>	
<b>2.0</b>	<b>Orientation and Training</b>	
2.1	<p>All volunteers will need to undergo an orientation and training session. There will be a briefing before every activity, for volunteers to understand the profile and demographics of the beneficiaries.</p> <p>Please refer to Section 7.1 (SOPs) for more details on Orientation and Training.</p>	<p>Community Engagement – Head, CE</p>
<b>3.0</b>	<b>Reporting Structure and On-Site Activity Supervision</b>	
3.1	<p>The Community Engagement Staffs will oversee the management of all volunteers. Volunteers who need any form of assistance can report/feedback to the Community Engagement Department.</p> <p>Volunteers can refer to the Nurse Manger (EP), respective Centre Managers and Social Workers for required assistance and supervision for on-site activity.</p>	<p>Community Engagement – Head, CE</p> <p>Nurse Manager for EP, respective Centre Managers and Social Workers to assist.</p>
<b>4.0</b>	<b>Code of Conduct</b>	
4.1	<p>The Code of Conduct is disseminated and will need to be acknowledged (by signature) by all volunteers. The document aims to ensure that all volunteers understand the standard of conduct required. Volunteers are expected to always uphold the Code of Conduct when carrying out their duties and interactions.</p> <p>The scope of the Volunteer Code of Conduct documentation consists of:</p> <ul style="list-style-type: none"> <li>▪ Introduction to Code of Conduct</li> <li>▪ Confidentiality</li> <li>▪ Conduct of Operations</li> <li>▪ Conflict of Interests</li> <li>▪ Financial Accounting and Fraud</li> <li>▪ Administration of the Code</li> <li>▪ Whistle-blowing Policy</li> </ul>	<p>Community Engagement – Head, CE</p>

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<b>5.0</b>	<b>Support and Recognition</b>	
5.1	<p>Volunteers needing any support can seek assistance from the Community Engagement Department. Volunteers will be able to use HOME resources (IT Equipment, Venue etc) during volunteering activities.</p> <p>There will be an annual appreciation event to thank and recognise the volunteers. Recognition of volunteers will also be featured via social media platforms as per express approval from HOME Management.</p> <p>Please refer to Section 7.1 (SOPs) for more details on Support and Recognition.</p>	Community Engagement – Head, CE
<b>6.0</b>	<b>Review and Evaluation</b>	
6.1	<p>There will be a review session after every activity, together with volunteers and relevant staffs involved, to share on feedbacks and improvements.</p> <p>Community Engagement Staffs will conduct a session with the Nurse Manger (EP), respective Centre Managers and Social Workers, to evaluate the volunteer’s service and interaction.</p> <p>Please refer to Section 7.1 (SOPs) for more details on Review and Evaluation.</p>	Community Engagement – Head, CE  Nurse Manager for EP, respective Centre Managers and Social Workers to assist.
<b>7.0</b>	<b>Standard Operating Procedure and Maintenance of Forms</b>	
7.1	<p>The below SOPs provides the guidelines of the Volunteer Management Policy on the scope of Recruitment and Management of Volunteers.</p> <p>The SOP documentation includes:</p> <ul style="list-style-type: none"> <li>▪ <a href="#">SOP-CE-01: Volunteer Management</a></li> <li>▪ <a href="#">SOP-CE-02: Volunteer Management (BCP)</a></li> </ul>	Community Engagement – Head, CE
7.2	<p>All completed form documentations shall be filed and maintained by the Community Engagement Department. They shall be acknowledged (by signature) by volunteers and the Community Engagement Staff.</p> <ul style="list-style-type: none"> <li>▪ Volunteer Application Form</li> <li>▪ COI Disclosure Statement for Volunteer (Annually)</li> <li>▪ Volunteer Code of Conduct</li> <li>▪ MSF Self-Declaration Form for Volunteers</li> </ul>	

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