

# EMBRACING A PROFESSIONAL APPROACH IN VOLUNTEER MANAGEMENT

The COVID-19 pandemic has brought about many challenges and highlighted the need for Volunteer Management Practitioners (VMPs) to continuously grow their capabilities. By embracing a professional development approach and building the relevant knowledge and skills, VMPs can harness their full potential in volunteer management.



"With the evolving and increasing needs in social services, there is a need **to relook at the roles and responsibilities of volunteer managers**, and new areas of skills and competencies... It is of paramount importance **to prepare and develop them so that they can meet the present and future needs.**"

- Mr Tan Chuan-Jin,  
Speaker of Parliament and Advisor to NCSS

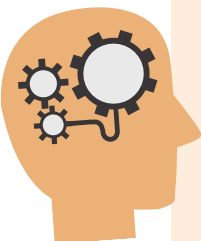


## LEARNING & DEVELOPMENT (L&D) ROADMAP FOR VMPs

The L&D roadmap supports the learning and development for VMPs, and it consists of five components:



- 1. Critical Work Functions and Associated Key Tasks**  
Explain VMPs' roles and responsibilities
- 2. Competency Model**  
Shows the Technical Skills and Competencies (TSC) and Critical Core Skills (CCS) VMPs should have
- 3. Competency Documents**  
Detail the proficiency levels, knowledge and abilities required for the TSC and CCS
- 4. Self-Assessment Tool**  
For VMPs to self-assess their proficiency levels across the required TSC and CCS
- 5. Learning and Development Course Listing**  
For VMPs to consider for their learning and development needs



**Did you know?**  
82% of participants felt they are well-equipped in their role as VMPs in their Social Service Agency (SSA).

[Link to L&D Roadmap](#)



## TRENDS & NEEDS IN VOLUNTEER MANAGEMENT

- Emergence of virtual and hybrid volunteering - VMPs need to leverage online platforms
- Changing needs of volunteers - VMPs need to learn how to redesign volunteer roles
- Volunteer data management is an emerging skillset that VMPs need to develop
- VMPs need to be equipped with relevant skills to engage and manage stakeholders more effectively



## WHY IS L&D IMPORTANT FOR VMPs?

- **Equip** oneself better with skills required to perform volunteer related job functions effectively
- **Prepare** VMPs for volunteerism trends, especially with the higher number and complexity of social issues
- **Build a community** of change-makers by improving people leadership and stakeholder engagement
- **Elevate the standards** of volunteer management across SSAs



**Did you know?**  
On average, participants rated 4.4\* out of 5 on importance to professionally develop VMPs.  
\*On a scale of 1 (not important) to 5 (extremely important)



## CHALLENGES & HOW TO OVERCOME THEM

Common challenges VMPs face in their L&D journey:

- Committing time and effort to undergo professional development
- Lack of information / uncertain of where or how to start
- Limited resources / funds
- Changing fixed mindsets of individuals and organisations

Destroy assumptions!

Recommendations:

- Identify your potential career and professional pathways as a VMP
- Intentionally plan and attend relevant training based on your needs
- Consistently evaluate and update volunteer processes via the theory of change (ToC)
- Embrace a learning culture that is unafraid of failure

**Did you know?**  
Most participants cited "lack of time" as the biggest challenge in their development journey to professionalise themselves as VMPs.

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