



# ROLES OF VOLUNTEERS

HOW CAN THEY  
HELP YOU?

EIPIC, SPED, SAC &  
Youth Programmes

In Support of:



## SERVICE-BASED VOLUNTEERISM

Service-based volunteers are volunteers who serve directly with beneficiaries in-programme with professionals/practitioners for direct impact on a regular and timely basis.

**“A collective regular volunteering effort is worth more than the grandest intention.”**

Ms Low Xiu Hui  
Manager, Volunteer Engagement  
NTUC Health Co-operative Limited

# Benefits of volunteer partnership

Partnership with volunteers in service-based volunteer roles can help bring many benefits to your organisation, staff and beneficiaries. Not only does volunteer partnership increase community engagement and aid in manpower augmentation, but they also help professionals, practitioners and contribute direct impact to beneficiaries in-programmes.

## How can you get started?

Identify the areas where you want to partner with volunteers. Create job profiles for these volunteer roles. Refer to the Volunteer Management Toolkit for further steps to get started in your volunteer partnership journey or for additional resources to expand your volunteer management capabilities.

Link to the Volunteer Management Toolkit: [www.ncss.gov.sg/Press-Room/Publications/Detail-Page?id=Volunteer-Management-Toolkit](http://www.ncss.gov.sg/Press-Room/Publications/Detail-Page?id=Volunteer-Management-Toolkit)

A series of volunteer job profiles have been developed for 3 programmes. You may use and customise the volunteer position descriptions in this guide according to your organisation's needs.

### THE 3 PROGRAMMES ARE:

#### 1. SENIOR ACTIVITY CENTRES (SACs)

SACs are drop-in centres for poor/needy and vulnerable seniors staying in one and two-room HDB rental flats in identified service cluster areas. They provide socio-recreational programmes and activities as well as support services such as monitoring of frail and/or homebound elderly, befriending, emergency alert response calls, guidance, advice, and information & referrals. SACs assist seniors to be engaged and enable them to age in place in the community.

#### 2. YOUTH PROGRAMMES

Youth programmes seek to provide children and youths the opportunity to maximise their potential regardless of abilities. There are a wide range of youth programmes ranging from school social work, counselling, centre programmes to programmes catering for various profiles and groups of youths.

#### 3. EARLY INTERVENTION PROGRAMME FOR INFANTS & CHILDREN (EIPIC)

EIPIC programmes serve children aged 0 to 7 years old and provide early intervention therapy and support with the aim to fulfill the potential of each child and minimise the risk of developing secondary disabilities through the use of therapeutic and educational support services for the child and family.

#### SPECIAL EDUCATION (SPED)

SPED programmes serve students aged 7 to 21 years old and seek to provide students with special needs education and support services to provide customised educational programmes and training to prepare students for transition to further education at mainstream schools, employment or to help them function optimally and integrate into the community.

# SENIOR ACTIVITY CENTRES – RENTAL

## Potential areas of volunteer partnership

### For centre activities, volunteers can help to:

- Conduct activities
- Prepare materials and refreshments for the activities
- Set up and clean up venue
- Advertise and raise awareness of activities conducted
- Befriend seniors

### For community outreach and home visits, volunteers can help to:

- Conduct home visits
- Assess living situation of clients
- Identify clients for referral
- Befriend seniors

### In organising outings / events, volunteers can help to:

- Conduct and organise outings / events
- Escort seniors during the outings / events



## Volunteer position descriptions

Volunteer role	Volunteer job scope	Skills / Equipment required
Activity coordinator	<p><u>Key Objectives</u> Provide activities for seniors living within the cluster to encourage healthy community living, socialisation and education.</p> <p><u>Responsibilities</u></p> <ul style="list-style-type: none"> <li>➤ Prepare activity materials</li> <li>➤ Set up activity venue and prepare food for clients</li> <li>➤ Coordinate and conduct activity</li> <li>➤ Befriend and converse with clients</li> <li>➤ Ensure the safety of clients during conduct of activity</li> </ul>	<p>Ability to speak in Mother Tongue, and one dialect</p> <p>Preferable to have specialised skill/ interest (e.g. karaoke, exercise)</p> <p>Preferably able to provide equipment for activity</p>
Befriender (Home visits)	<p><u>Key Objectives</u> Visit frail and home bound seniors to ensure their wellbeing, provide support, build trust and reduce social isolation.</p> <p><u>Responsibilities</u></p> <ul style="list-style-type: none"> <li>➤ Befriend frail and home bound seniors</li> <li>➤ Provide outreach to seniors within the centre's purview to encourage centre activity participation and healthy living</li> <li>➤ Write client assessment</li> <li>➤ Write short report/account on senior update</li> <li>➤ Recognise residents requiring additional support</li> <li>➤ En-suite service to highlight senior needs (e.g. cleaning)</li> </ul>	<p>Ability to speak in English, Mother Tongue, and one dialect</p> <p>Ability to write and read simple English</p> <p>Friendly, good listening and communication skills, caring nature</p>
Outing coordinator	<p><u>Key Objectives</u> Assist in the running of outings and events to ensure the safety of clients and to encourage socialisation.</p> <p><u>Responsibilities</u></p> <ul style="list-style-type: none"> <li>➤ Assist staff to conduct outing</li> <li>➤ Assist or provide transport to centre from client home</li> <li>➤ Befriend and converse with clients</li> <li>➤ Ensure the safety of clients during outing</li> </ul>	<p>Ability to speak in Mother Tongue, and one dialect</p>
Administrator	<p><u>Key Objectives</u> Responsible for administrative duties within the centre. Assist with daily administrative tasks for effective running of the centre.</p> <p><u>Responsibilities</u></p> <ul style="list-style-type: none"> <li>➤ Answer phones and respond to queries from seniors and public</li> <li>➤ Maintain membership services and database</li> <li>➤ Keeping track of sponsored goods</li> <li>➤ Maintain call records (time of call, person, follow up)</li> </ul>	<p>Ability to write and read English</p> <p>Proficient in Microsoft Office (including Word and Excel)</p>
Medical Escort	<p><u>Key Objectives</u> Provide transport for seniors from rental block to their medical appointments.</p> <p><u>Responsibilities</u></p> <ul style="list-style-type: none"> <li>➤ Assist seniors out of their rental flat to the car</li> <li>➤ Provide transport for seniors from rental flat block to their medical appointments</li> <li>➤ Accompany seniors during their medical appointments</li> <li>➤ Provide transport for seniors from medical appointments back to flat</li> </ul>	<p>Ability to speak in Mother Tongue, and one dialect</p> <p>Ability to read and speak in English is preferred</p> <p>Preferable to have drivers licence</p>



# YOUTH PROGRAMMES

## Potential areas of volunteer partnership

### For centre programmes, volunteers can help to:

- Plan activities
- Prepare materials for activities
- Conduct activities
- Prepare refreshments
- Set up and clean up venue

### For drop-in centres, volunteers can help to:

- Befriend youths during drop-in
- Plan structured activities
- Prepare materials for structured activities
- Conduct structured activities
- Mentor youths
- Befriending

### For youth-at-risk programmes, volunteers can help to:

- Assist in preparation of materials for sessions (individual, family, group)
- Facilitate group work activities
- Befriend youths to improve after-programme engagement



## Volunteer position descriptions

Volunteer role	Volunteer job scope	Skills / Equipment required
Activity executive	<p><u>Key Objectives</u> Provide activities for youths as part of a centre based programme or structured drop-in activity to encourage healthy community living, befriending and mentoring of youths.</p> <p><u>Responsibilities</u></p> <ul style="list-style-type: none"> <li>➤ Prepare activity lesson plan</li> <li>➤ Set up activity venue and prepare activity materials</li> <li>➤ Coordinate and conduct activity</li> <li>➤ Befriend and converse with clients</li> <li>➤ Ensure the safety of clients during conduct of activity</li> </ul>	<p>Ability to speak in English (additional mother tongue language is a plus)</p> <p>Ability to write and read simple English</p> <p>Preferably able to provide equipment for activity (where necessary)</p>
Group facilitator	<p><u>Key Objectives</u> Facilitate youth group sessions as part of centre programmes and activities.</p> <p><u>Responsibilities</u></p> <ul style="list-style-type: none"> <li>➤ Prepare activity materials</li> <li>➤ Set up activity venue</li> <li>➤ Facilitate conduct of activity</li> <li>➤ Befriend and converse with clients</li> <li>➤ Ensure the safety of clients during conduct of activity</li> </ul>	<p>Ability to speak in English (additional mother tongue language is a plus)</p>
Befriender and mentor	<p><u>Key Objectives</u> Befriend and mentor youths as part of centre activities and programmes (e.g. youth drop-in) or provide after care support as a mentor.</p> <p><u>Responsibilities</u></p> <ul style="list-style-type: none"> <li>➤ Befriend and mentor youths</li> <li>➤ Write short report/account on youth after care update</li> <li>➤ Recognise youths requiring additional support or potential referrals</li> </ul>	<p>Ability to speak in English (additional mother tongue language is a plus)</p> <p>Ability to write and read simple English</p> <p>Friendly, good listening and communication skills, caring nature</p>
Administrator	<p><u>Key Objectives</u> Responsible for administrative duties within the centre. Assist with daily administrative tasks for effective running of the centre / programme.</p> <p><u>Responsibilities</u></p> <ul style="list-style-type: none"> <li>➤ Filing and updating of centre / programme records (e.g. attendance)</li> <li>➤ Maintain membership services and database</li> </ul>	<p>Ability to write and read English</p> <p>Proficient in Microsoft Office (including Word and Excel)</p>



## Potential areas of volunteer partnership

### For teaching, volunteers can help to:

- Escort students to and from classroom
- Prepare students for class
- Provide support during class
- Record data on goal progression and take videos of classroom activities
- Assist in home visit administration and scheduling
- Prepare materials

### For therapy, volunteers can help to:

- Escort students to and from therapy room / location
- Prepare materials for therapy sessions
- Assist with behaviour management
- Assist with simple therapy exercises
- Document progress notes for therapists' reference
- Prepare materials





## Volunteer position descriptions

Volunteer role	Volunteer job scope	Skills / Equipment required
Administrator (Teaching)	<p><u>Key Objectives</u> Assist with the administrative duties associated with the preparation for classes.</p> <p><u>Responsibilities</u></p> <ul style="list-style-type: none"> <li>➤ Prepare schedule board</li> <li>➤ Develop print and laminate class material required</li> <li>➤ Prepare and print attendance sheet</li> <li>➤ Maintain equipment</li> </ul>	<p>Ability to write and read English</p> <p>Proficient use of basic Microsoft Office and ability to develop simple reports</p>
Classroom support (Unaccompanied programme)	<p><u>Key Objectives</u> Assist teaching staff in classroom management and provide additional support and supervision to students.</p> <p><u>Responsibilities</u></p> <ul style="list-style-type: none"> <li>➤ Ensure the safety of students during conduct of class activities</li> <li>➤ Escort students to and from classroom venue</li> <li>➤ Accompany students to bathrooms</li> <li>➤ Set up material and equipment for classes</li> </ul>	<p>Ability to speak and read in English</p> <p>Dedicated, patient and understanding to work with students of special needs</p> <p>Basic training on interacting with special needs students provided</p>
Classroom support (Accompanied programme)	<p><u>Key Objectives</u> Assist teaching staff in the preparation of class equipment and provide additional support and supervision to students.</p> <p><u>Responsibilities</u></p> <ul style="list-style-type: none"> <li>➤ Escort students to and from classroom venue (e.g. to gym or outdoor play)</li> <li>➤ Accompany students to bathrooms</li> <li>➤ Set up material and equipment for classes</li> </ul>	<p>Ability to speak and read in English</p> <p>Dedicated, patient and understanding to work with students of special needs</p> <p>Basic training on interacting with special needs students provided</p>
Administrator (Therapy)	<p><u>Key Objectives</u> Assist with the administrative duties associated with therapy sessions.</p> <p><u>Responsibilities</u></p> <ul style="list-style-type: none"> <li>➤ Prepare and customise materials required for therapy session (e.g. customisation of iPad app, printing and laminating of communication cards etc.)</li> <li>➤ File progress case notes</li> </ul>	<p>Ability to write and read English</p> <p>Proficient use of basic Microsoft Office and ability to develop simple reports</p> <p>Proficient with use of iPad</p>
Therapy Escort	<p><u>Key Objectives</u> Ensure safety of students from classrooms to therapy venue and back.</p> <p><u>Responsibilities</u></p> <ul style="list-style-type: none"> <li>➤ Escort students to and from therapy venue</li> <li>➤ Prepare students for therapy session if required</li> </ul>	<p>Ability to converse in simple English</p> <p>Dedicated, patient and understanding to work with students of special needs</p> <p>Basic training on interacting with students with special needs provided</p>



**You can help!**

## FOR MORE INFORMATION

If you have further questions on how to partner with volunteers, please contact the Volunteer Resource Optimisation team at [volunteer\\_resource@ncss.gov.sg](mailto:volunteer_resource@ncss.gov.sg).

*All the best in your volunteer partnership journey!*



For years, Singapore has enjoyed peace and prosperity based on the collective effort of Singaporeans to build better homes for all. For Singapore to continue to remain competitive and thriving, the ties that bind us will matter more than ever. When we engage in service to one another for the common good, we become stronger together.

SG Cares, a national movement dedicated to inspire more Singaporeans to give their time and skills through volunteering for meaningful causes, aims to build a more caring, compassionate and inclusive society where no one is left behind. Be part of this movement by participating in the following ways:

- **Equip your volunteers with e-learning**

Volunteers play an important role in enhancing how services are delivered and should be treasured. They can now be trained and learn anytime, anywhere, at their convenience and own pace. The training establishes a minimum level of proficiency in the volunteers. The first course “Working Effectively with Youths” is now available online. Visit [www.ssi.sg/Learning-Development/Training-Programmes/Volunteer-Programmes](http://www.ssi.sg/Learning-Development/Training-Programmes/Volunteer-Programmes).

Other courses including “Befriending with Seniors”, “Understanding Persons with Disabilities”, and “Understanding Persons with Intellectual Disabilities”, and will be made available progressively.

- **Update available volunteer opportunities**

NCSS will curate and match volunteering opportunities with our corporate partners and institutes of higher learning. Find out how you can expand your volunteer reach.

- **Share inspiring stories**

Share stories on acts of kindness and giving to inspire more good deeds and celebrate the unsung heroes within your community. Send the stories and pictures or videos to [volunteer\\_resource@ncss.gov.sg](mailto:volunteer_resource@ncss.gov.sg)

- **Pledge support for SG Cares**

Acknowledge SG Cares and be a part of the movement. Use the SG Cares logo in your events or activities that involve volunteers to create mindshare. The logo and guidelines can be downloaded at [www.sg/singaporecares](http://www.sg/singaporecares).

*For more information, contact us at [volunteer\\_resource@ncss.gov.sg](mailto:volunteer_resource@ncss.gov.sg).*

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