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# Service-based Volunteerism



## WHAT IS SERVICE-BASED VOLUNTEERISM?

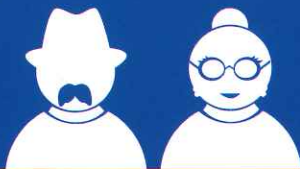
Volunteers who serve directly with beneficiaries in-programmes with professionals/practitioners for direct impact on a regular and timely basis.

## WHY IS THIS IMPORTANT?

Service-based volunteer partnerships:

- Create direct impact for beneficiaries in-programmes
- Build and increase community engagement
- Assist sectors and programmes to increase manpower

## HOW CAN YOU HELP?



### SACs

Drop-in centres for the poor/needly and vulnerable seniors

- Engage seniors in social activities and community participation
- Visit frail and/or home bound seniors to check on their wellbeing

*SACs = Senior Activity Centres*



### Youth Programmes

Programmes that engage youths who may be at-risk (e.g. dropping out of school)

- Engage participants and ensure that the event runs smoothly
- Befriend and mentor youths through games and activities



### SPED / EIPIG

Programmes aim to assist in the development of children with autism or multiple disabilities

- Assist teaching staff in classroom management and lesson preparation
- Assist staff in the running of co-curricular activities (CCA)

*SPED = Special Education School*

*EIPIG = Early Intervention Programme for Infants & Children*

# FREQUENTLY ASKED QUESTIONS

1.

**How can our employees volunteer regularly with 1-2 day(s) of volunteering leave?**

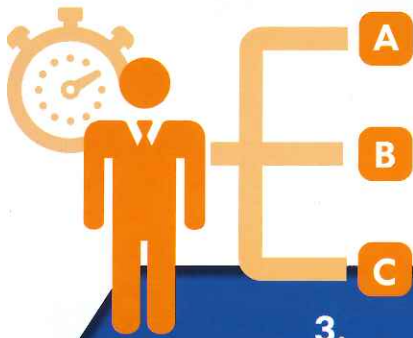


Corporates can consider breaking up the volunteering leave into multiple slots. Additionally, employees can volunteer in teams allowing employees to rotate among themselves for allocated volunteering slots. As such, there may not be a need for corporates to increase CSR/ volunteering leave for employees.

2.

**How can our employees volunteer without disrupting the company's operations?**

Corporates can consider having employees volunteer in smaller batches. This will allow for easier operations backfill as well as ensure that employees have more quality time in volunteering.



3.

**Will managing service-based volunteerism activities be a time consuming task**

Planning, coordinating and managing volunteering activities may take some effort in your organisation. Corporates can consider appointing volunteer leaders to lead various volunteering teams. This will help to spread the potential administrative load as well as help to create longer term sustainability of volunteering within the organisation.

4.

**How do we know our volunteers are making a difference to the social service organisations and their beneficiaries?**

Corporates are encouraged to have regular dialogues with the social service organisations to collect feedback. Additionally, corporates can also collect feedback from employees. These practices will enable corporates to understand the contributions made towards the social service organisations and their beneficiaries.



# EXAMPLES OF CORPORATE PARTNERSHIP

## Example 1

A corporate partnered with a SPED school to assist the class teachers with the necessary in-class support. The volunteers were involved on a regular basis and helped with preparation of materials for students, assisted teachers during outings and in classroom management.

To facilitate the long term partnership across 6 months, 2 batches of volunteers were formed with each batch taking a 3 month slot. Within each batch, volunteer leaders were appointed to lead and guide their teams.

Dialogue and feedback sessions were also conducted between the corporate partner and the SPED school to share learnings and good practices.

Besides assisting the teachers and improving the service delivery to the beneficiaries, the volunteers themselves were also impacted in positive ways by the beneficiaries and gained a better awareness of special needs persons.



## Example 2

A corporate partnered with an organisation that helps children, youths and families. As part of this partnership, the corporate played the role of activity co-ordinator for the children in the centre by organising activities and events, providing guidance, and being mentors to these children.

This partnership had a direct impact to the children by increasing the number of overall activities for them as well as the time and manpower provided to the centre's staff. Besides that, these engagements allowed the corporate employees to gain in-depth understanding on how these programmes empowered the children's lives.

The corporate recently extended its partnership with the centre by organising an outing with the children, and had these children become volunteers themselves, by reaching out and befriending a group of seniors at an eldercare agency.



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