



Registration No: 199501798C  
Charity Registration No: 1363

## **CHILD AT STREET 11 VOLUNTEER MANAGEMENT POLICY**

Child at Street 11 Ltd (CAS) strives to create an active citizenry by offering opportunities for different groups of people to volunteer in CAS.

CAS does this by designing and creating regular and sustainable voluntary programmes, supplemented by ad hoc activities that are appealing to volunteers. By volunteering, those who step forward benefit. In so doing, their voluntary services help to build a stronger society of sharing and giving. In turn, the children and their parents in CAS continue to learn from the engagement, build their confidence and become resilient in their own lives.

As an organisation that is constantly looking at capacity building and new trends in volunteerism, CAS sees the importance of having leadership support to drive the strategic plan for volunteer management within the organisation.

### **CAS's VALUES IN FOSTERING VOLUNTEERISM**

CAS believes in:

- Building strong partnerships with children, their parents and the community. Thereby creating a win-win situation where volunteers can see the positive impact of their work on CAS, children, parents and community.
- Strengthening relationships that build a strong respectful, inclusive and caring community.
- Nurturing a community that adopts a respectful problem-solving approach that values the involvement of families, volunteers and the community. We will build meaningful relationships with CAS' alumni, social workers, educators in schools and institutions, medical professionals, law enforcement officers, policy makers and the relevant authorities to help create this nurturing community.
- Fostering a culture of continual learning and education among children, CAS' alumni, parents and staff.
- Promoting a keen and deep sense of voluntarism by inspiring youth and community members to participate in expanding learning opportunities for children in early years education. Participation of volunteers should help them experience what a caring community is about.
- Increasing capabilities of families in involvement and competence in resolving challenges with the help of the community that values building community bonds and integration and acceptance.
- Building strategic partnerships with multi-agencies in solving complex problems involving children and their families.

### **VOLUNTEER MANAGEMENT COMMITTEE**

This is supported mainly by the formation of the Volunteer Management Committee who is responsible for the recruitment, deployment, retention and management of volunteers. The Volunteer Management Committee is chaired by the Chief Executive Officer, Barbara Lee. She will be assisted by Head, Marketing and Fundraising Steve Tung.



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The CE has overall responsibility in ensuring the effectiveness and efficiency in which the volunteer management programme is managed and evaluated.

The Head, Marketing and Fundraising serves as The Manager of Volunteer Development and is responsible for the programme's infrastructure and works with the Committee to develop the CAS culture that values volunteers. The Manager:

- coordinates on boarding processes for volunteers and ensures that the work of volunteers dovetails with pedagogical programmes in CAS.
- serves as the main liaison person for the volunteers and the organisations they represent and delegates roles and responsibilities to CAS staff who are nominated to work with volunteers in CAS' programmes.
- identifies volunteering opportunities and programmes and informs the Board member in charge of volunteerism programmes and the CE.

This committee that is dedicated to volunteer management allows for volunteer management to be a part of the board agenda and provide greater focus on volunteer management within CAS. The Chair of the Volunteer Management Committee reports and updates the board during board meetings on the progress and any policy changes that the board needs to consider to make volunteer management more efficient and productive, making sure that it is in-line with the CAS' strategic plan. Operational decisions are made at committee level and do not involve the board.

## **GROUPS OF VOLUNTEERS**

Volunteers can be:

- Individuals or corporations committed to partnering CAS as part of their Corporate Social Responsibility initiatives or professional institutions, schools, religious and other social organisations.

Volunteers can provide their services in the following areas:

- Project volunteers who offer services on an ad-hoc basis such as assisting with educational visits, annual graduation concerts, etc
- Programme volunteers
- Professional services, such as doctors, psychologists, auditors, musicians, etc.
- Mentors who provide long term interest in the child and his family. They can do home reading programmes, start a home-based coaching programmes in mathematics, mother tongue or science. Volunteers who choose this path must commit a minimum of six (6) months on a weekly basis. Any changes to the period of commitment must be approved by the Principal.



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## **Volunteer Recruitment**

CAS sources for volunteers through:

- CAS website
- CAS Alumni and parents
- CSR partners or CAS can approach CSR partners to interest corporate partners to volunteer in areas they have expertise that matches CAS' needs
- Volunteer recruitment platforms such as sg.giving; and expatgiving
- Re-engaging volunteers who have not been active for twelve (12) months or more
- Social media; and
- Word of mouth

All volunteers must complete the CAS application form for volunteers. They must also complete the Declaration Form and agree to abide by the policies and guidelines spelt out in CAS Guidelines.

All applications will be processed as soon as possible. CAS may do in-depth face-to-face interviews to establish the following:

- Background information of the potential volunteer
- Motive or purpose of wanting to volunteer at CAS
- Prior experience in working or volunteering with other charities; and
- That the volunteer is a suitable fit for the assigned participant.

Notes be taken, recorded and filed in the Principal's records on volunteers.

CAS has the discretion not to engage unsuitable volunteers.

All volunteers must provide personal particulars and CAS will maintain records of hours fulfilled and event calendar. CAS will retain details for two years (2) of those who have been assessed to be unsuitable for volunteer roles. CAS can keep details of inactive volunteers for re-engaging purposes.

## **Conflict of Interest Management**

All successful volunteer applicants shall be required to disclose any area where a possible conflict of interest may exist. Disclosure shall be done concurrently with the application. Volunteers are required to notify the Head, Marketing and Fundraising in writing of any potential conflict of interest that may arise subsequent to the disclosure made during application; in the course of their volunteering. Where the conflict of interest cannot be resolved, CAS reserves the right to terminate the appointment.

## **Compensation**

Volunteers shall not be remunerated for their services rendered. Volunteers shall only be reimbursed on expenses that are wholly and exclusively incurred in connection with CAS' functions and pre-approved by the team. All reimbursements must be supported with supporting documents (eg official receipts) and shall be reimbursed through the CAS Finance Officer.



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### **Insurance Coverage**

Volunteers will be covered under CAS volunteer related insurance plan while providing volunteering service to CAS.

### **Personal Data Protection**

The Principal is to ensure that the volunteer acknowledges the following by way of his or her signature on the application form:

- To treat all participants and Voluntary Welfare Organisation's (VWO) information as confidential (including photographs, video recordings of participants during events, etc) and not collect, use, or disclose them (eg, on social media) without the permission of CAS.
- The personal information provided by the volunteer may be disclosed to relevant government agencies/training agencies/concert/event organisers; and
- CAS may contact him for other opportunities and volunteer related events/activities (e.g. donation appeals) which he had subscribed to.

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The Data Protection Officer is to ensure that all information collected will strictly be used for the purpose stated.

CAS staff should make reasonable effort to ensure that personal data collected is accurate and complete, if it is likely to be used to make a decision that affects the individual, or if it is likely to be disclosed to another organisation.

Volunteers can refer to CAS's Privacy Policy on its website.

## **Child at Street 11 Volunteer Management Policy**