



Registration No: 199501798C
Charity Registration No: 1363

CHILD AT STREET 11 VOLUNTEER MANAGEMENT POLICY

Child at Street 11 Ltd (C11) strives to create an active citizenry by offering opportunities for different groups of people to volunteer in C11.

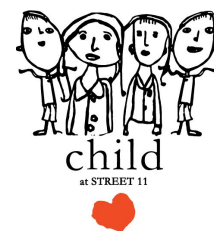
C11 does this by designing and creating regular and sustainable voluntary programmes, supplemented by ad hoc activities that are appealing to volunteers. By volunteering, those who step forward benefit. In so doing, their voluntary services help to build a stronger society of sharing and giving. In turn, the children and their parents in C11 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, C11 sees the importance of having leadership support to drive the strategic plan for volunteer management within the organisation.

C11's VALUES IN FOSTERING VOLUNTEERISM

C11 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 C11, 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 C11' 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, C11' 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.



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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.

The CEO 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 C11 culture that values volunteers.

The Manager:

- Coordinates on boarding processes for volunteers and ensures that the work of volunteers dovetails with pedagogical programmes in C11.
- Serves as the main liaison person for the volunteers and the organisations they represent and delegates roles and responsibilities to C11 staff who are nominated to work with volunteers in C11's programmes.
- Identifies volunteering opportunities and programmes and informs the Board member in charge of volunteerism programmes and the CEO.

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 C11. 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 C11' strategic plan. Operational decisions are made at committee level and do not involve the board.



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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 organisation.

Volunteer Recruitment

C11 sources for volunteers through:

- C11 website
- C11 Alumni and parents
- CSR partners or C11 can approach CSR partners to interest corporate partners to volunteer in areas they have expertise that matches C11's needs
- Volunteer recruitment platforms such as giving.sg; 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 C11 application form for volunteers and agree to abide by the policies and guidelines spelt out in C11 Guidelines.



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All applications will be processed as soon as possible. C11 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 C11
- 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 organisation's records on volunteers.

C11 has the discretion not to engage unsuitable volunteers.

All volunteers must provide personal particulars and C11 will maintain records of hours fulfilled and event calendar. C11 will retain details for two years (2) of those who have been assessed to be unsuitable for volunteer roles. C11 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, C11 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 C11's functions and pre-approved by the team. All reimbursements must be supported with supporting documents (eg official receipts) and shall be reimbursed through the C11 Finance Officer.

Insurance Coverage

Volunteers will be covered under C11 volunteer related insurance plan while providing volunteering service to C11.



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Personal Data Protection

The organisation 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 C11 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 C11.
- The personal information provided by the volunteer may be disclosed to relevant government agencies/training agencies/concert/event organisers; and
- C11 may contact him for other opportunities and volunteer related events/activities (e.g. donation appeals) which he had subscribed to.

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

C11 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 C11's Privacy Policy on its website.



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The Volunteer Code of Conduct

The Volunteer Code of Conduct of Child at Street 11 (C11) aims to ensure that all volunteers understand the standard of conduct required. Volunteers are expected to uphold the Volunteer Code of Conduct at all times when carrying out their duties and interactions.

Volunteers are expected at all times to:

- Be present for their duties, otherwise to inform their manager / volunteer manager as early as possible
- Carry out their duties responsibly and respectfully, safely and in a competent manner.
- Be appropriately dressed for their duties.
- Maintain confidentiality of all data and information obtained while volunteering.
- Observe all safety procedures.

Volunteers are expected not to:

- Act in any way that may create liability or bring into disrepute C11 and its name and reputation.
- Disclose confidential client information to unauthorised persons.
- Use C11 property, resources, information or funds for any purpose other than authorised uses.
- Seek or accept rewards, benefits or gifts without authorisation.
- Engage in any activity that may bring harm (e.g. physical or mental) to another person or property.
- Be under the influence of alcohol and non-prescription drugs while volunteering.
- Falsify or change any documents or records.
- Post any photographs or videos on reports, advertisement, promotional material or social media without obtaining permission from authorised personnel in C11.
- Act as a spokesperson for C11 unless prior permission or authority has been given.

Conflict of Interest:

Volunteers are expected to avoid situations which may have conflict of interest with C11 (e.g. other commitments, roles in other organisations). If any potential area of conflict arises, please consult with your supervisor / manager.

Breaches of the Volunteer Code of Conduct:

Any breaches of the Volunteer Code of Conduct may lead to a warning of unacceptable behaviour or immediate termination of services as a volunteer.