

SKILLS FRAMEWORK FOR SOCIAL SERVICE SKILLS MAP - VOLUNTEER MANAGER		
Sector	Social Service	
Track	Care and Programme	
Sub-track	Volunteer Management	
Occupation	Volunteer Staff	
Job Role	Volunteer Manager	
Job Role Description	<p>The Volunteer Manager develops the recruitment strategy for volunteers and the reactivation strategy for passive volunteers. He/She evaluates volunteer management practices and develops volunteer training programmes as well as volunteer recognition and engagement programmes. He projects the organisation's requirements for volunteers, evaluates the effectiveness of volunteer partnerships and develops risk mitigation measures for volunteer programmes. He evaluates volunteer management policies and processes and leads their implementation. He identifies opportunities for collaborations with social service organisations, community stakeholders, corporate partners and agencies and drives engagement with key stakeholders through various platforms, working in conjunction with corporate communications.</p> <p>An adaptable, resourceful and resilient professional who possesses good leadership and stakeholder management skills, the Volunteer Manager works in various voluntary welfare organisations, communities and institutional settings.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Manage volunteer resources	Develop recruitment strategies for volunteers, including social service organisations, community stakeholders, corporate partners and government agencies
		Develop reactivation strategies for passive volunteers
		Develop volunteer management practices in the organisation
		Develop and supervise volunteer training programmes
		Develop volunteer recognition and engagement programmes
		Establish systems and processes to enable volunteer data management
		Analyse volunteer data to inform volunteer management strategy
	Facilitate volunteer partnerships	Project the organisational requirements for volunteer involvement
		Conduct risk assessments of volunteer participation
		Evaluate effectiveness of volunteer partnerships
		Develop risk mitigation measures for programmes
		Oversee implementation of risk management measures for volunteers in collaboration with the programme team
		Manage disciplinary issues of volunteers.
	Manage volunteer policies and processes	Develop volunteer management policies and processes
		Evaluate volunteer management policies and processes for improvements
		Lead implementation of volunteer policies and processes
Monitor compliance to volunteer policies and processes in programmes across the organisation		

	Build stakeholder relationships	Identify opportunities for volunteer partnerships through engagements with social service organisations, community stakeholders, corporate partners and government agencies		
		Maintain relationships with social service organisations, community stakeholders, corporate partners and government agencies for volunteer recruitment		
		Drive engagement with key stakeholders through various platforms, working in conjunction with corporate communications		
		Identify key sector trends which may impact engagement strategy and volunteer management practices		
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies	
	Collaborative Practices Across Disciplines and Sectors	Level 3, Level 4	Communication	Advanced
	Diversity Awareness and Management	Level 3, Level 4	Interpersonal Skills	Intermediate
	Ethics, Values and Legislation	Level 3, Level 4	Leadership	Intermediate
	Social Sector Policy Influence	Level 3, Level 4	Developing People	Intermediate
	Stakeholder Management	Level 3, Level 4	Decision Making	Advanced
	Trends Evaluation and Application	Level 3, Level 4		
	Volunteer Programme Evaluation	Level 3, Level 4		
	Volunteer Programme Management	Level 3, Level 4		
	Volunteer Recruitment	Level 3, Level 4		
Volunteer Retention and Engagement	Level 3, Level 4			
Programme Listing	For a list of Training Programmes available for the Social Service sector, please visit: www.skillsfuture.sg/skills-framework/social-service			