



VOLLEYBALL ASSOCIATION OF SINGAPORE

VOLUNTEERS MANAGEMENT POLICY

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INTRODUCTION

The Volleyball Association of Singapore (“VAS” or the “Association”) relies, from time to time on the unpaid work of volunteers and values their contribution highly.

PURPOSE

This policy is intended to ensure that volunteers working at VAS have work that is safe, significant, fulfilling, and appreciated.

POLICY

All volunteers shall be treated with respect and gratitude for their contribution.

Volunteers shall carry out duties assigned by the management of the VAS.

RESPONSIBILITIES

It is the responsibility of the General Manager (“GM”) of the VAS to appoint a Volunteer Coordinator, if deem necessary.

The Volunteer Coordinator shall be responsible for organising the recruitment, training, and supervision of volunteers. The Volunteer Coordinator shall report to the GM.

The Volunteer Coordinator shall assign supervisors to volunteers and shall monitor the work of the supervisor.

The appointed supervisor shall ensure that each volunteer is trained and capable of fulfilling their functions adequately.

The GM shall report to the board regularly on the VAS volunteer programme.

PROCEDURES

Recruitment

Recruitment of volunteers shall also take into account VAS’s commitment to cultural diversity.

Induction

All volunteers shall be offered appropriate information and training to discharge their functions, and successful completion of this training shall be a condition of carrying out these functions.

Supervision

All volunteers shall receive appropriate supervision in the exercise of their functions.

All volunteers are subjected to the VAS Code of Ethics and VAS Disciplinary and Appeals Regulations while discharging their duties as a VAS volunteer.

Reimbursement

All volunteers shall be reimbursed for all pre-approved expenditure incurred in the exercise of their functions.

APPENDIX A

VOLUNTEER SATISFACTION SURVEY

Surveying your volunteers is a practical and common-sense way of gaining feedback from those who have taken part in a volunteer-based partnership activity.

Feedback from surveys like these can be used not only to gauge reaction to certain aspects of the activity undertaken, but also to cater better for volunteers' needs and wants the next time an activity is planned.

The following is a sample survey. It can, of course, be varied to suit more specific volunteering tasks, but it provides a general guide to the sort of questions and comments you should ask of volunteers.

Remember to:

- Encourage the prompt return of the surveys.
- Stress to volunteers their responses to the survey will remain confidential and that they don't have to put a name to the survey if they do not wish.
- Encourage volunteers to answer as many questions as they want, but say they don't have to answer them all.

SAMPLE SURVEY

Following the recent volunteer activity you helped with, we would like you to take a few minutes to fill in as many questions contained in this survey as you can.

Your responses will remain confidential. We will study your responses, as well as those of other volunteers, to see if there are any ways in which we can improve the next volunteer activity we organise as part of our partnership.

Thank you for your time.

- Name (optional): _____
- How many times have you volunteered? _____
- Are you planning to volunteer again in the future? _____
- Why did you volunteer? _____

TRAINING

- Was there any training needed for your volunteer role?

- If so, what sort of training was needed, and how many hours of training did you receive?

- Was this on-the-job training or a special training session?

- Was the training you received (Please circle one):
Excellent/Good/Fair/Poor/Received none

- Did your training prepare you for your volunteer role? (Please circle one):
Very well/Somewhat/Didn't relate/Received none

- If you have comments you'd like to share, please include them below.

SUPERVISION

- Were you provided with a clear outline of what was expect from you?
YES/NO

- Did your direct supervisor provide adequate support?
YES/NO

- Did he/she make you feel like a valuable member of the team?
YES/NO

- Did you feel that the VAS as a whole, supports volunteers?
YES/NO

- Did you feel that the VAS got as much from your service as it could have?
YES/NO

- If you have comments you'd like to share, please include them below.

RECOGNITION

- Did you feel that your efforts were being/have been recognized and appreciated?
YES/NO
- Did you receive recognition for your service? If so, what was it?

- Was the recognition you received sufficient?
YES/NO
- Were the efforts of volunteers recognised publicly, or in the media? If so, how?

FEEDBACK

- Were your views on the VAS programme sought out?
YES/NO
- Were your views listened to?
YES/NO

OVERALL SATISFACTION

- How would you rate your overall volunteer experience? (Please circle one):
Excellent/Good/Fair/Poor
- Were you treated properly and with respect?
YES/NO
- Did you enjoy working with other volunteers on the day?
YES/NO
- What was the highlight of your volunteering stint?

- Please use the space below to make any further comments about your experience that could help us improve the volunteer experience for yourself and others?



- Thank you for taking the time to complete and return this survey. Your answers are important to us and will be kept confidential. If you would like further information about this survey, please provide your contact information below.
