

SKILLS FRAMEWORK FOR SOCIAL SERVICE SKILLS MAP - VOLUNTEER EXECUTIVE		
Sector	Social Service	
Track	Care and Programme	
Sub-track	Volunteer Management	
Occupation	Volunteer Staff	
Job Role	Volunteer Executive	
Job Role Description	<p>The Volunteer Executive coordinates recruitment activities for volunteers and matches them to the appropriate programmes and clients based on programme requirements and the interest of volunteers. He/She trains volunteers and also conducts volunteer recognition and engagement programmes. He conducts needs analysis for volunteer programmes, implements risk mitigation measures as well as volunteer management policies and processes, and works with programme managers to develop the requirements for the volunteer profile. He also collaborates with social service organisations, community stakeholders, corporate partners and agencies for volunteer partnerships and maintains networks with local community service and grassroots organisations.</p> <p>An organised and resourceful professional who possesses good people skills, the Volunteer Executive 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	Coordinate recruitment and selection activities for volunteers
		Execute reactivation activities for passive volunteers
		Match volunteers to appropriate programmes and clients based on programme requirements and volunteer interests and expertise
		Work with the programme team to facilitate volunteer participation in training programmes
		Conduct volunteer training programmes
		Conduct volunteer recognition and engagement activities
		Maintain volunteer database and training records
	Facilitate volunteer partnerships	Conduct needs analysis for volunteer programmes
		Support risk assessments of volunteer participation
		Develop requirements for volunteer profiles
		Monitor effectiveness of volunteer partnerships in programmes
		Implement risk management measures for volunteers in collaboration with the programme team
	Manage volunteer policies and processes	Support development of volunteer management policies and processes
		Support evaluation of volunteer management policies and processes
		Implement volunteer policies and processes
		Monitor compliance to volunteer policies and processes in programmes
Build stakeholder relationships	Collaborate with social service organisations, community stakeholders, corporate partners and agencies to develop volunteer programmes	

		Maintain relationships with grassroots and community service organisations for volunteer recruitment		
		Maintain engagement with key stakeholders and volunteers through various engagement platforms		
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies	
	Collaborative Practices Across Disciplines and Sectors	Level 2	Communication	Intermediate
	Diversity Awareness and Management	Level 2	Interpersonal Skills	Basic
	Ethics, Values and Legislation	Level 2	Teamwork	Basic
	Social Sector Policy Influence	Level 3	Managing Diversity	Intermediate
	Stakeholder Management	Level 2	Resource Management	Basic
	Trends Evaluation and Application	Level 2		
	Volunteer Programme Evaluation	Level 2		
	Volunteer Programme Management	Level 2		
	Volunteer Recruitment	Level 2		
	Volunteer Retention and Engagement	Level 2		
Programme Listing	For a list of Training Programmes available for the Social Service sector, please visit: www.skillsfuture.sg/skills-framework/social-service			