

**MSFCARE**  
**NETWORK**

**Connected We Care**

**COMMUNITY  
VOLUNTEERING  
GUIDE**



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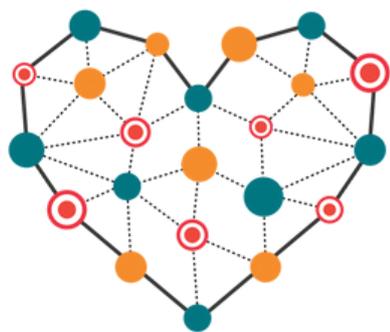
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# Dear Volunteer,

Thank you for your partnership and continued support in volunteering with the MSFCare Network, and for having made a difference to the social service sector.

The Ministry of Social and Family Development (MSF) developed this Community Volunteering Guide to guide you in your volunteering journey with us. The guide would explain more about the MSFCare Network, the various volunteering opportunities we offer, and the many ways in which you can contribute.

Our MSFCare Network connects like-minded volunteers with volunteering opportunities and updates from the MSF-Family and our partners. We also celebrate the rewarding work of volunteering through exclusive content and events.



**MSFCARE**  
**NETWORK**

**Connected We Care**

We are a network with a big heart, united in our mission to nurture and build lives together.

The coloured dots in our MSFCare Network logo represent the relationships between you, our volunteers, partners, and those we serve.

The connections between the dots form a Network which puts care at the heart of everything we do.

Together, we bring care to families and individuals; making a difference in their lives.

We would like to express our sincere appreciation to our community volunteers who shared valuable feedback with us throughout the process of the development of this guide.

We wish you a fulfilling and impactful volunteering journey with the MSFCare Network, and welcome more to join us in this effort to uplift families, so that together, we can nurture and build lives for a better Singapore.



# Overview of the Guide

We face unsettling geopolitics around the world as well as tougher domestic challenges, from inequality to a rapidly ageing population. The commitment and dedication of our community volunteers to help those in need is key, as the Government cannot do this alone. Only when we work together, we can amplify our impact and create change that is sustained!

A culture of giving in Singapore must be an integral part of our system, and a key feature in our social compact, to expand opportunity for others, to create an environment that is conducive for all families and individuals.

This guide provides an overview of the MSFCare Network volunteering opportunities in which you can join us to help those in need and better the lives of families.

## **Key aspects of the guide:**

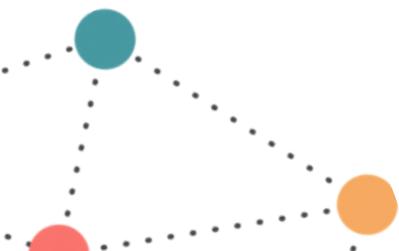
- **MSFCare Network volunteer programmes**
- **Volunteer roles and competencies**
- **Volunteer training and pathway**

## **What is the MSFCare Network?**

### Connected We Care

The MSFCare Network stands together with volunteers as a unified force for good, enabling and empowering volunteers to create a caring society together.

There are 9 volunteer programmes under the MSFCare Network you could choose to contribute towards.





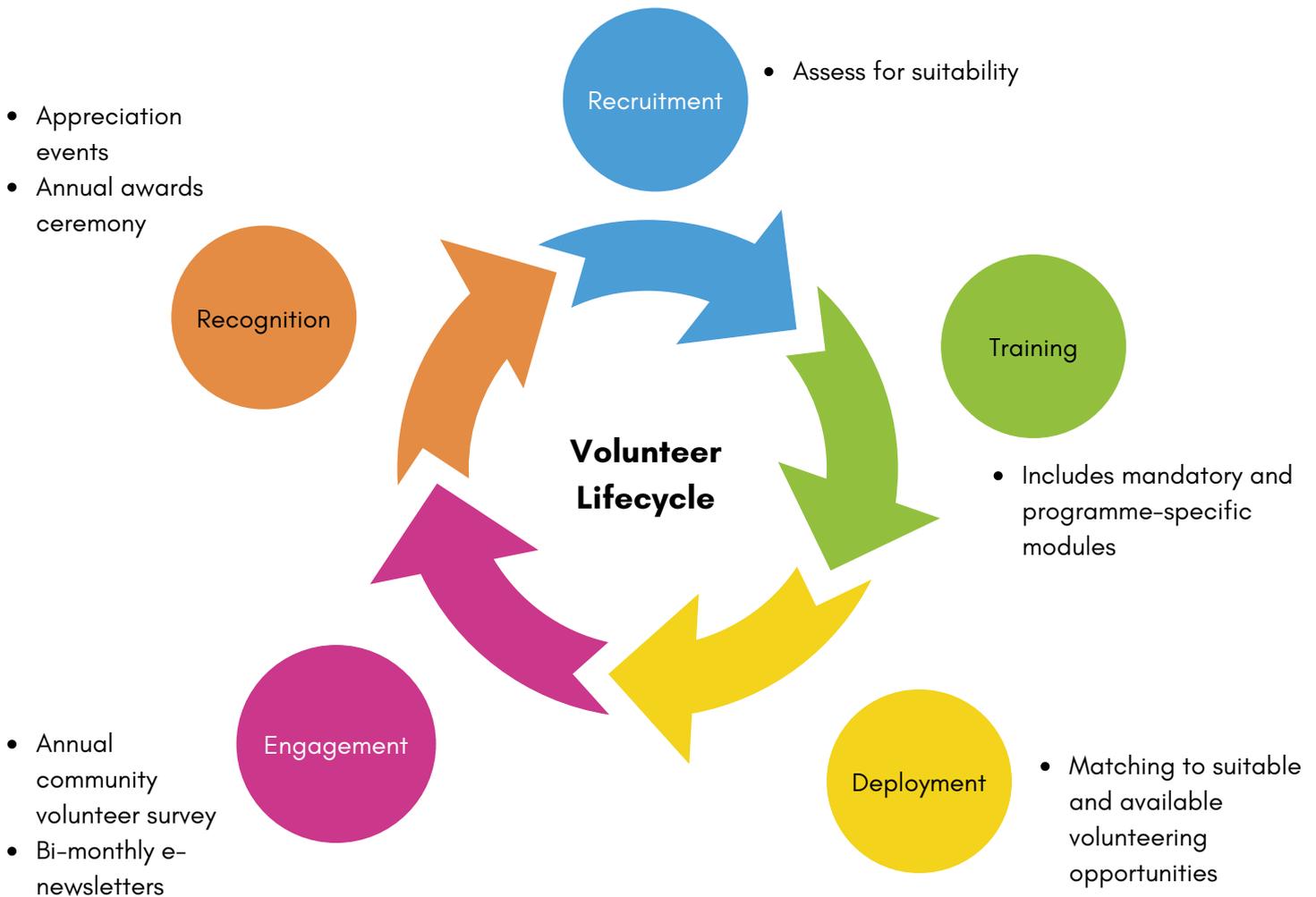
# MSFCare Network Programmes

1. ComLink+ (Community Link)	Support lower-income families with children make progress towards stability, self-reliance and social mobility (3 'S')
2. KidSTART	Support and supplement KidSTART's effort in providing upstream support for families with children aged 0 to 6 years old
3. Families for Life	Help promote and build strong and resilient families in the community
4. Foster Parents	Provide temporary care for children and youths who need a safe, stable and nurturing home
5. Child Protective Service	<p>Ensure the safety and well-being of young persons who have been victims of abuse or neglect</p> <p>Provide transport assistance to children and young persons under the care of MSF's Child Protective Service</p>
6. Adult Protective Service	Safeguard the safety and well-being of individuals and families who may be experiencing violence, abuse or neglect
7. Youth Residential Service	Befriend youths residing in Singapore Boys' and Girls' Homes
8. Volunteer Probation Officers	Support youths undergoing probation by serving as a positive role model, providing emotional support, and guiding them to achieve their goals and aspirations
9. SG Enable	Contribute to SG Enable's sustained efforts in disability inclusion



# Volunteer Lifecycle and Training

## MSFCare Network Volunteer Lifecycle





# Volunteer Lifecycle and Training

We aim to support volunteers in your development through providing training to harness your potential and sharpen your skills to empower you to grow and improve the quality of your contributions.

## Trainings include:

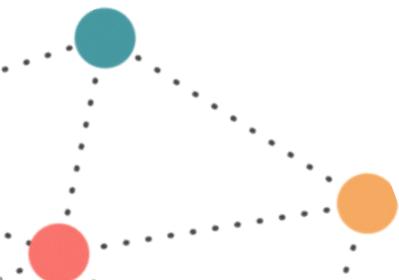
### Basic mandatory modules

- Basic orientation on MSF's work and the broader MSFCare Network and volunteering opportunities
- Housekeeping information including code of conduct as an MSF volunteer
- Soft skills (e.g. effective communications, befriending, problem solving)

### Intermediate modules

- Programme-specific modules, e.g. Domestic Violence Awareness Training, understanding the scheme's clientele and beneficiaries, tips on engaging children, youth or elderly
- Competencies such as first aid, financial literacy

Volunteers will also have the opportunity to join MSFCare Network volunteer networking sessions for cross-sharing of best practices and learnings from fellow volunteers, invited guest speakers or practitioners from the community.



# Volunteer Lifecycle and Training

## Volunteer Development:

- Recognising volunteer achievements:
  - MSF organises the annual MSF Volunteer and Partner Awards (MVPA) ceremony to recognise the good work of our outstanding volunteers who have made significant contributions towards MSF's causes.
- Opportunities for experienced or senior volunteers, e.g.:
  - Team lead. Lead in recruitment, selection, onboarding, managing manpower and coordination of volunteers' schedule.
  - Coach or mentor. Guide new volunteers, conduct regular check-ins with volunteers, mentor volunteers on volunteering progression, plan and execute social activities for volunteers.
  - Trainer. Conduct training for new volunteers, plan training sessions for volunteers, track volunteer training completion.
  - Operations lead. Co-develop and execute volunteering programmes and activities with staff, review programmes for relevance and effectiveness, communicate programme updates to volunteers.

# ComLink+

ComLink+ supports lower-income families with children to make progress towards Stability, Self-reliance and Social Mobility (3 'S'). Since 2021, MSF has expanded ComLink nationwide and supports these families in partnership with the community.

There are **two volunteering roles for ComLink+**:

## 1. Volunteer Befriender

As a **volunteer befriender**, you:

- Commit to journeying with ComLink+ families for **at least six months**;
- **Build trust and rapport** with families and form meaningful relationships;
- **Sense the needs** of ComLink+ families based on their sharings and observations;
- Nudge families to **take steps towards their goals**.

### Competencies required:

- Good listening and communication skills
- Ability to build rapport with others, including children
- Empathy and care for others
- Keen interest and passion in working with lower-income families

- Current volunteer profile: 18 to 55 years old
- Passionate in social causes and serving vulnerable communities

### Training for ComLink+ Volunteer Befrienders:

- **Mandatory** ComLink+ Befrienders Orientation Session (3 hours)
- **Quarterly** supplementary workshops (e.g. Mental Health Awareness Workshop, Health & Nutrition Workshop) (1.5-2 hours)



# ComLink+

ComLink+ supports lower-income families with children to make progress towards Stability, Self-reliance and Social Mobility (3 'S'). Since 2021, MSF has expanded ComLink nationwide and supports these families in partnership with the community.

## 2. Donor

As a **donor**, you provide **financial or in-kind contributions** that go towards:

- **Programmes that uplift ComLink+ families' lives**, e.g. preschool education for their children and build social capital;
- **Employment opportunities** such as career coaching, internships, jobs.

### Additional support required:

- Able to mobilise employees as volunteer befrienders;
- Able to teach skills needed by ComLink+ families.

### Other cross-deployment volunteering opportunities:

- Families for Life
- KidSTART

"I enjoy making a difference to the lives of the families we serve and helping them to achieve their aspirations. It also helps me to develop personally, provides a sense of satisfaction and at the same time, contribute to society."

- **Susan Lim, ComLink+ Volunteer Befriender**





# KidSTART

Volunteers support and supplement KidSTART's effort in providing upstream support for families with children aged 0 to 6 years old.

There are **five volunteering roles for KidSTART:**

## 1. Outreach Volunteer

As an **outreach volunteer**, you:

- Reach out to eligible families to understand their needs;
- Share with them about the KidSTART programme;
- Seek feedback on KidSTART initiatives.

## 2. Packing or Delivery Volunteer

As a **packing or delivery volunteer**, you:

- Pack and deliver essential aid and learning packs to KidSTART families.

### Competencies required:

- Driving license (for delivery of items)

## 3. Fundraising Volunteer

As a **fundraising volunteer**, you:

- Fundraise and generate awareness for KidSTART.

"Volunteering with children is incredibly fulfilling. It allows me to witness the transformative power of kindness firsthand. Each smile on a child's face is a vivid reminder of the joy and hope we bring into their lives, reinforcing the positive impact we can make together."

- **Rabia Tanveer, KidSTART Volunteer**



# KidSTART

Volunteers support and supplement KidSTART's effort in providing upstream support for families with children aged 0 to 6 years old.

## 4. Event Helper or Event-specific Volunteer

As an **event helper or event-specific volunteer**, you:

- Support events and family bonding activities;
- Support with childminding during parent engagement sessions.

### Competencies required:

- Simple knowledge of engaging young children
- Storytelling (e.g. to conduct creative storytelling sessions for young children – for events with storytelling components)

## 5. Specialised Volunteer

As a **specialised volunteer**, you:

- Share expertise in areas like technology or digital platforms to improve existing processes.

### Competencies required:

- Event planning
- Photography, videography

### Training for KidSTART volunteers:

- **Mandatory** briefing on KidSTART (e.g. introduction to KidSTART, roles and responsibilities)

### Other cross-deployment volunteering opportunities:

- ComLink+
- Families for Life
- Child Protective Service



# Families for Life

Families for Life (FFL) volunteers help to promote and build strong and resilient families in the community.



There are **two** volunteering roles for FFL:

## 1. Family Ambassador

As a [Family Ambassador](#), you:

- **Promote marriage and parenting programmes or resources** for individuals and families' participation so as to build marital and family resilience;
- **Create awareness of FFL** among families attending FFL or FFL partners' events.

### Competencies required:

- Communication
- Public engagement
- Facilitation
- Events support
- Basic knowledge on current family social issues (e.g. dating, marriage, starting a family)

### Training for FFL Family Ambassadors:

- **Mandatory** FFL Induction (1 hour)
- **Twice-yearly** supplementary workshops (e.g. Domestic Violence Awareness, Psychological First Aid)

"Volunteering together as a family has helped to build shared memories, experiences, and brought us closer to each other."

- **Chen Shichang with his family, FFL Volunteer**





# Families for Life

Families for Life (FFL) volunteers help to promote and build strong and resilient families in the community.

## 2. Parent Peer Support Group

As part of a [Parent Peer Support Group](#), you:

- **Befriend and support fellow parents with tips and advice** in their parenting journey;
- Identify marital and family needs and provide basic support at community level where needed;
- Commit to journeying with the group for **at least one year**.

## Current Volunteer Profiles:

- Age: 16 to 20 years old
- Loves interacting with children and families.
- Likes engaging the community and sharing new ideas with them.
- Desires to deepen knowledge and improve on current family social issues (dating, marriage and starting a family).

- Age: 20s to 50s
- Married with children.
- Likes engaging other parents or families on sharing marriage or parenting experiences.
- Desires to enrich other families' and their own on marriage or parenting resources, family bonding activities.

- Age: 60s and above
- Retired with grandchild(ren).
- Likes sharing marriage or parenting experiences.
- Desires to participate in intergenerational projects or events.

## Other cross-deployment volunteering opportunities:

- ComLink+
- KidSTART
- Foster Parents



# Foster Parents

Foster parents help to provide temporary care for children and youths who may have been abused, neglected or abandoned, and need a safe, stable and nurturing home.

As **foster parents**, you and your spouse:

- Provide a safe, loving and healthy family environment and shelter to children and youths under 18, including babies, older children and teenagers, sibling sets and children with special needs.

Current volunteer profile:

- Aged 30s to 60s (including retirees)
- Married couples who love children

## Competencies required:

- **Protective** and able to ensure foster child(ren) are safe from harm
- **Nurturing** to meet daily needs of foster child(ren)
- **Interest in developing foster child(ren)'s personal development**, e.g. emotional regulation
- **Collaborative** in working with others to ensure foster child(ren) achieve the best outcomes

"Fostering children has its own set of challenges and we have to adapt according to each child's needs. It was all worth it when my foster children wrote me a 'Happy Mother's Day' card. I feel so much pride watching them grow and achieve various milestones."

- **Mdm Sarimah Binte Amat & Mr Appathi Bin Ahmad, Foster Parents**





# Foster Parents

Foster parents help to provide temporary care for children and youths who may have been abused, neglected or abandoned, and need a safe, stable and nurturing home.

## Training for Foster Parents:

- **Mandatory training** as foster parents (up to 32 hours)
  - Foundation Course (6 sessions on fostering and ways of caring for children, who had experienced abuse and trauma)
  - Intermediate Course (5 sessions which cover a wide range of topics to build the capability of foster parents in caring for their foster children, e.g. Managing Challenging Behaviours, Building Resilience in Foster Children and Young Persons)
  - Special needs training (3 sessions, 9 hours in total, for foster parents caring for children with special or medical needs)
- Specialised/elective courses
  - Trauma-informed care training
  - Positive parenting programme
  - Creating Life Story Work for Foster Children
  - How to manage temper tantrums
  - Understanding natural parents who have mental health conditions

## Other cross-deployment volunteering opportunities:

- ComLink+
- KidSTART

# Child Protective Service



Child Protective Service volunteers walk alongside MSF's Child Protection Officers to ensure the safety and well-being of young persons who have been victims of abuse or neglect (e.g. suffered physical abuse, severe neglect or serious injuries inflicted by parent(s) or caregiver).

There are **two volunteering roles for Child Protective Service:**

## 1. Volunteer Transport Minder

As a **Volunteer Transport Minder**, you:

- Assist with day-to-day transport requirements for children;
- Ensure their safety while fetching them to and from locations (e.g. school, medical appointment, childcare).

### Competencies required:

- Relate and interact well with children
- Preferably has a driving license and owns a car

Current volunteer profile:

- Aged 20s to 60s
- Enjoys interacting with children

"This role serves as a link between the children and their families, and to the society. I believe the family members were able to feel the love and care a Volunteer Transport Minder has for their children. This contribution of unconditional love and care will definitely bind our society more strongly together."

- **Jacqueline Lee, Child Protective Service Volunteer**



# Child Protective Service



Child Protective Service volunteers walk alongside MSF's Child Protection Officers to ensure the safety and well-being of young persons who have been victims of abuse or neglect (e.g. suffered physical abuse, severe neglect or serious injuries inflicted by parent(s) or caregiver).

## 2. Volunteer Welfare Officer

As a **Volunteer Welfare Officer**, you:

- Conduct weekly virtual or physical safety checks on the family and child(ren).

### Competencies required:

- Relate and interact well with children
- Keen eye for details
- Good listening skills

### Training for Child Protective Service volunteers:

- **Mandatory** induction training (4 hours)
- Supplementary workshops (e.g. Domestic Violence Awareness, Youth Mental Health First Aid)

### Other cross-deployment volunteering opportunities:

- ComLink+
- KidSTART
- Youth Residential Service
- Volunteer Probation Officer

# Adult Protective Service

Adult Protective Service (APS) volunteers safeguard the safety and well-being of individuals and families who may be experiencing violence, abuse or neglect.

There are **four volunteering roles for APS:**

## 1. Befriender

- Befriend individuals and their family members at risk of or who are facing abuse

## 2. Safety Checks

- Provide checks to ensure their safety and monitor progress and well-being

## 3. Minder

- Accompany the individual and family members for their appointments (e.g. medical checks)

## 4. Translator

- Provide translation during interviews with the individual and family members

### Competencies required:

- Comfortable and keen on working with elderly

Current volunteer profile:

- Aged 40s to 70s
- Enjoys interacting with elderly

“Helping vulnerable adults through their difficult times supports them to resolve their personal or family issues. It also gives them hope to eventually live a meaningful life with happiness.”

- Doris Liew, Adult Protective Service Volunteer



# Adult Protective Service



Adult Protective Service (APS) volunteers safeguard the safety and well-being of individuals and families who may be experiencing violence, abuse or neglect.

## Training for Adult Protective Service volunteers:

- **Mandatory** induction training (4 hours)
- Supplementary workshops (e.g. Domestic Violence Awareness, Youth Mental Health First Aid)

## Other cross-deployment volunteering opportunities:

- ComLink+
- Child Protective Service
- Youth Residential Service
- Volunteer Probation Officer



# Volunteer Probation Officers

Volunteer Probation Officers (VPO) are passionate about supporting youths who are undergoing probation, by serving as a positive role model, providing emotional support, and guiding them to achieve their goals and aspirations.

There are **two volunteering roles for VPO:**

## 1. Befriender

As a **befriender**, you:

- Befriend and mentor probationers;
- Connect probationers with community resources, skills and strengths-based activities, employment opportunities and more.

### Competencies required:

- Interest in helping at-risk youths
- Basic knowledge in youth-related issues (e.g. career guidance, youth mental health, drug addiction, cyber addiction, social media use, trends and scams)

- Current volunteer profile:  
Aged 20s to 80s
- Passionate about journeying with youths who have offended

"Volunteering with youths allows me to mentor, inspire and positively influence the future pillars of Singapore. It offers a great way to stay connected with the current trends and perspectives that mould our youths and the Singapore of tomorrow."

- **Lim Tze Beng, Volunteer Probation Officer**





# Volunteer Probation Officers

Volunteer Probation Officers (VPO) are passionate about supporting youths who are undergoing probation, by serving as a positive role model, providing emotional support, and guiding them to achieve their goals and aspirations.

## 2. Community Service Projects

For [Community Service projects](#), you:

- Plan, oversee and coordinate Community Service\* projects for probationers.

### Competencies required:

- Project management and coordination

### Training for Volunteer Probation Officers:

- **Mandatory** induction training (4 hours)
- Supplementary workshops (e.g. Domestic Violence Awareness Trainings, Youth Mental Health First Aid)

### Other cross-deployment volunteering opportunities:

- ComLink+
- Adult Protective Service
- Youth Residential Service

\*Most probation orders come with a community service condition. Community service aims to enhance the probationers' rehabilitation by cultivating their sense of responsibility towards the community and providing an avenue for them to make amends for the harm caused by their offending.



# Youth Residential Service

Youth Residential Service volunteers befriend youths residing in Singapore Boys' and Girls' Homes.

As a **Youth Residential Service volunteer**, you:

- Guide and mentor youths through one-to-one sessions conducted at the MSF Youth Homes;
- Connect youths with prosocial activities in the community.

- Current volunteer profile: Aged 20s to 40s
- Has an interest in guiding and interacting with youths

### Competencies required:

- Past experience in working with youths
- Hobbies that youths like such as soccer or cycling
- Affiliations with youth interest groups
- Career planning

### Training for Youth Residential Service volunteers:

- **Mandatory** induction training (4 hours)
- Supplementary workshops (e.g. Domestic Violence Awareness, Youth Mental Health First Aid)

"I decided to seek out some community-related activities and was looking for areas of self-development, enabling me to meet people out of my usual social and professional circle."

- **Mohamed Rosdee Bin Rahiman, Youth Residential Service Volunteer**



### Other cross-deployment volunteering opportunities:

- ComLink+
- KidSTART
- Volunteer Probation Officer

# SG Enable

SG Enable's Enabling Volunteers dedicate their time and energy to contribute to our sustained efforts in disability inclusion. They are passionate in helping persons with disabilities and promoting the disability inclusion cause, and take on various responsibilities to support the interests of SG Enable.



There are **four groups of Enabling Volunteers** with different roles and responsibilities:

## 1. Corporate Volunteer

As a **corporate volunteer**, you:

- Contribute professional skills and expertise, e.g. RISE Mentors conduct CV Workshops and provide mentorship to persons with disabilities seeking employment;
- Partner SG Enable to improve the employability of persons with disabilities and advocate for greater disability inclusion in the workplace;
- Fundraise or support fundraising efforts;
- Support SG Enable initiatives, programmes or events.

## 2. iChamps - Inclusion Champions who are volunteers with disabilities

As an **iChamp**, you:

- Champion for greater inclusion for persons with disabilities through public education activities such as giving talks and advocating through engagements with various public and private agencies;
- Contribute input or expertise for disability matters (e.g. participate in user-testing or focus group discussions);
- Support SG Enable initiatives, programmes or events.

"Volunteering with SG Enable as their iChamp (inclusion Champion) fuels my passion to advocate for diversity and inclusion in spaces where we live, work and play in the hope that our society will continue to make strides in being more inclusive."

- **Winston Wong, SG Enable's iChamp**





# SG Enable

SG Enable's Enabling Volunteers dedicate their time and energy to contribute to our sustained efforts in disability inclusion. They are passionate in helping persons with disabilities and promoting the disability inclusion cause, and take on various responsibilities to support the interests of SG Enable.

### 3. Student Volunteers from Institutes of Higher Learning (IHL) via Enabling Volunteers Chapters

As a **IHL student volunteer**, you:

- Advocate for greater inclusion awareness and promote greater integration of persons with disabilities within your school or the community at large;
- Support SG Enable initiatives, programmes or events.

### 4. Individual Volunteers

As an **individual volunteer**, you:

- Support initiatives and programmes at the Enabling Services Hub by SG Enable and our partners to reach out to persons with disabilities and their caregivers and provide meaningful engagement opportunities to them.

#### **Competencies required:**

- Disability knowledge preferred but not a requirement
- Befriending
- Programme development or event management skills (e.g. running interest group, planning disability-related events)
- Facilitation, moderation, emceeing (e.g. hosting events, panels)

#### **Training for SG Enable volunteers:**

- **Mandatory** induction training (Disability Awareness Talk) and introduction to SG Enable
- Relevant pre-event briefings



# SG Enable

SG Enable's Enabling Volunteers dedicate their time and energy to contribute to our sustained efforts in disability inclusion. They are passionate in helping persons with disabilities and promoting the disability inclusion cause, and take on various responsibilities to support the interests of SG Enable.

## Other Information:

As an organisation committed to the well-being and support of persons with disabilities, we place a high priority on the safety and effectiveness of our services. Prospective volunteers for some programmes may need to undergo a suitability assessment designed to evaluate the skills, experience, and personal qualities necessary to provide sensitive and effective assistance. It includes background checks, training in specialised communication and accessibility needs, and an understanding of the ethical considerations involved in working with persons with disabilities.

Our aim is to create a safe, respectful, and empowering environment for everyone we serve. By implementing the suitability assessment, we are not only upholding our commitment to our community but also enhancing the quality of support provided, ensuring that our volunteers are well-equipped to make a positive impact.

We appreciate the enthusiasm and dedication of all our volunteers, and we believe that through this process, we can all work together more effectively to support the dignity, rights, and well-being of persons with disabilities.

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**For more info/clarification,  
please contact:**

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