



VOLUNTEER MANAGEMENT TRAINING COURSES 2010

DESIGNING A VOLUNTEER HANDBOOK

Why You Should Attend

Volunteer handbook is critical for the proper management of volunteer programmes. It is intended to help new volunteers understand their organisation and roles better. It also provides useful guidelines and policies for volunteers. It is an important document volunteers will consult regularly. Volunteer handbook is essential to effective volunteer management.

Learning Objectives

- ❖ Know the importance of a volunteer handbook in relation to best practice
- ❖ Understand the key considerations in designing a volunteer handbook
- ❖ Identify items to be included in a handbook specific to your organisation
- ❖ Complete a draft of the table of content for your organisation

Course Outline

- ❖ The importance of a volunteer handbook
- ❖ Characteristics of a good volunteer handbook
- ❖ The master checklist
- ❖ The review what needs to be included in the volunteer handbook

Format

- ❖ Case study, group discussions and hands-on practice

Target Participants

- ❖ Volunteer Programme Managers/ Coordinators
- ❖ Other staff members with responsibilities for volunteers or a volunteer programme in their organisations

About the Trainer:

Moy Yin is a trainer and consultant specialising in volunteer management. Through numerous trainings she conducted with the National Volunteer & Philanthropy Centre since 2004, she has trained more than 600 persons from non-profit organisations and corporations in volunteer management, helping their organisations to manage volunteers in a professional way. Her previous experience in working and managing volunteers in non-profit organisations has led her to understand many complex and delicate issues in volunteer management.

With her extensive knowledge and experience in volunteer management, Moy Yin has provided volunteer management consultancy services for Singapore Sports Council (SSC), which organises the Standard Chartered Singapore Marathon in 2003, 2004 and 2007. Moy Yin designed the volunteer management system, which enables SSC to mobilise and manage 3000 volunteers efficiently in the Singapore Marathon. She designed the volunteer management system for the 117th International Olympics Committee Session held in Singapore, July 2005. Her experience has led her to provide volunteer management

consultancy for the National Arts Council, which organised the inaugural contemporary art exhibition Singapore Biennale 2006. In 2008, Moy Yin provided training for the staff and volunteers of the Beijing Olympic Games in volunteer management and risk management in preparation of the Olympic Games which mobilises 500,000 volunteers.

Moy Yin specialises in assisting various organisations to design volunteer management system with best practices in vision creation, job design, policies drafting, risk management, recruitment, screening, supervision, motivation, retention and programme review.

Moy Yin has trained many non-profit organisations, government agencies and corporations like ABN AMRO, National Library Board, National Parks Board, NTUC Club, SAFRA, and SMRT Corporation Ltd. She has also conducted training in Beijing, South Africa and Thailand.

To professionalise the position of volunteer programme managers in Singapore, Moy Yin has co-founded MOVE (Managing & Organising Volunteer Efforts), www.move.org.sg, the national professional body for volunteer programme managers.

Date	13 May 2010 (Thursday)
Duration	9.00 am – 12.30 pm
Venue	National Volunteer & Philanthropy Centre 6, Eu Tong Sen Street #04-88, The Central Singapore 059817
Course Fee	\$125 per pax (before funding) <u>Nett fee (after VCF funding):</u> For Singaporean and Permanent Resident Staff/Volunteer: \$25 per pax (after 80% VCF funding) For Employment Pass Holder / Work Permit Holder/Volunteer: \$50 per pax (after 60% VCF funding)
Enquiries	Please contact MOVE at 6227 6812 or training@move.org.sg