



**HCSA DAYSPRING**

**SPIN**

Empowering Single Parents

# **VOLUNTEER HANDBOOK**

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# WELCOME MESSAGE

Dear friends,

Welcome to the HCSA family!



Volunteers have played an important role at HCSA since our early beginnings in 1996 as a halfway house for recovering drug addicts and ex-offenders. Today, HCSA's work has expanded to include teenage girls who have experienced the complex trauma of physical, sexual or emotional abuse, and single parents facing limited support.

Without our volunteers, HCSA would not have been able to fulfil our mission of empowering these vulnerable groups to find purpose for a more abundant life.

And for that, we are most grateful. Grateful to our volunteers for giving their time. Grateful for their selflessness. Grateful to them for helping to make a difference in the lives of the vulnerable. We would not have been able to come this far without the support of our volunteers, who together with our employees, work hand in hand to provide the best services possible for the beneficiaries whom we serve.

Thank you for choosing to partner us in this rewarding journey and I hope that you will enjoy your volunteering experience with HCSA!

Sincerely,

Kim Lang Khalil (Mrs)  
Chief Executive Officer  
HCSA Community Services

# INTRODUCTION TO HCSA COMMUNITY SERVICES



HCSA Community Services (HCSA) is a charitable organisation with the Institution of a Public Character (IPC) status and a member of the National Council of Social Service. As a family of dedicated staff, volunteer teams, corporate and community partners, we continue to serve some of the most vulnerable in society, to give them a future and a hope. Our beneficiaries include ex-offenders, single parents facing limited support, teenage girls who have suffered the complex trauma of abuse, and other vulnerable groups.

Our mission to empower these vulnerable populations is achieved through our signature programmes:





# VISION, MISSION & VALUES

## VISION

To give a future  
and a hope



## MISSION

Empowering the  
vulnerable  
to find purpose for a  
more abundant life

## VALUES (E.T.H.I.C.S)

Excellence  
Teamwork  
Honour  
Integrity  
Compassion  
Servanthood



# STRATEGIC THRUSTS



## DELIVERING QUALITY SERVICES AND BEST PRACTICES

To empower the vulnerable to lead meaningful lives



## BUILDING ORGANISATIONAL CAPABILITY

To foster innovation, transformation and change that is  
sustainable and scalable



## STRENGTHENING STAKEHOLDER COLLABORATION

Building partnerships to promote greater synergy and  
improved outcomes

# INTRODUCTION TO HCSA DAYSPRING SPIN



## OVERVIEW

Started in April 2017, HCSA Dayspring SPIN (Single Parents INformed, INvolved, INcluded) is an initiative under HCSA Community Services in collaboration with the National Council of Social Service (NCSS). SPIN seeks to reach out to and serve single parents with limited or no social support network. This includes lone caregivers of children (under the age of 18). There is no income criteria and service boundary.





# VOLUNTEERING ROLES

## SERVICE-BASED VOLUNTEERISM

- Provide manpower resources to complement our work at SPIN in supporting our single parent families.
- Be matched as a befriender with one or two single parent families to assist them and give support according to their needs. This includes arranging social meet ups, playdates and coffee catch ups, as well as broadening the network for single parents through job opportunities and/or skill-based sharing.

## SKILLS-BASED VOLUNTEERISM

- Sharing of your skills, experiences and resources to strengthen the capabilities of SPIN and/or our single parent families.

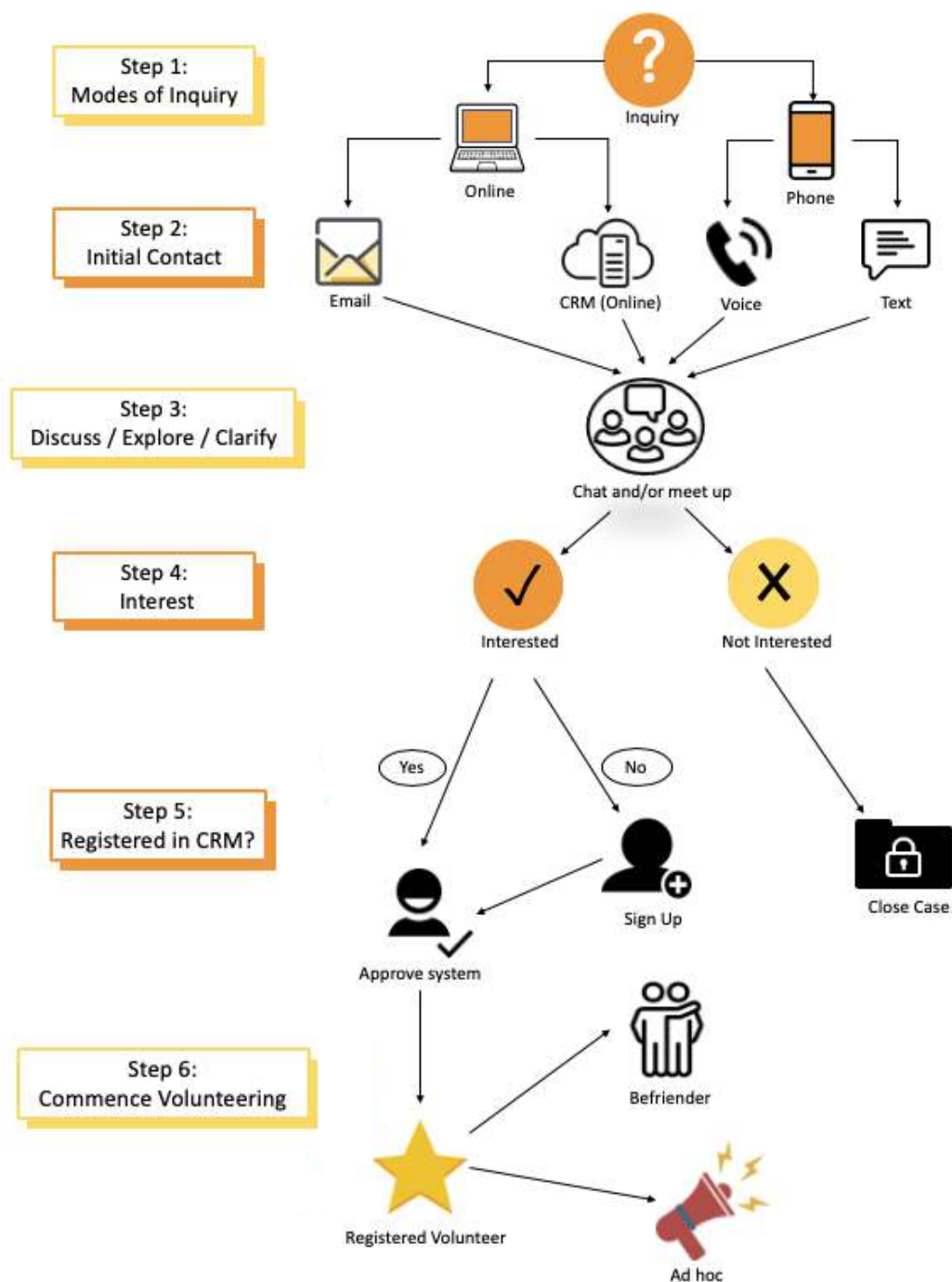
## EVENTS-BASED VOLUNTEERISM

- Volunteer to help out with regular/one-time events and activities organised by SPIN.



# VOLUNTEER JOURNEY

## RECRUITMENT





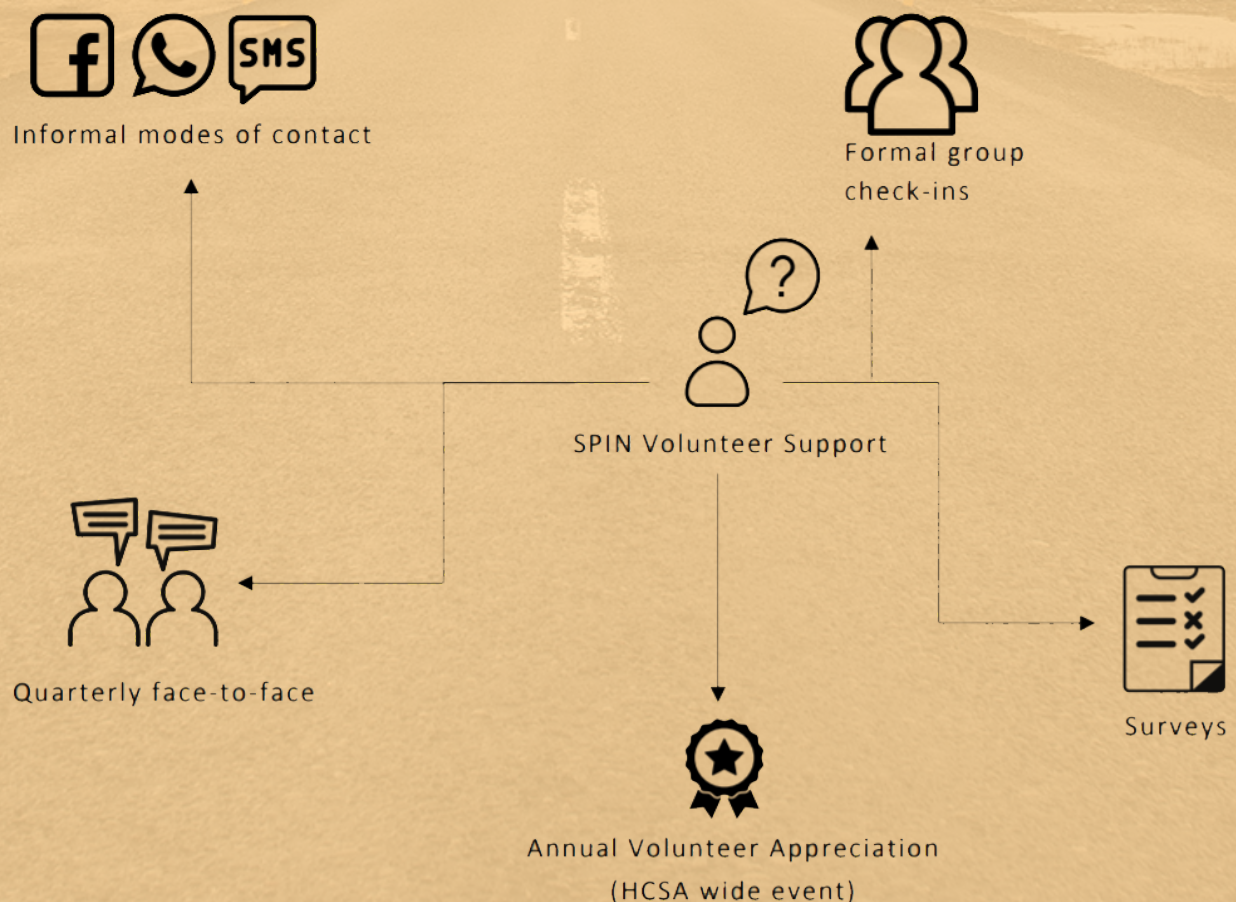
## ORIENTATION AND TRAINING

Orientation and induction programs will be provided to help you in your roles. The agency supports the opportunity for potential volunteer self-assessment of opting out after orientation or at any point during your volunteer journey if you feel it is not for you.

Afterwards, there is an ongoing on-the-job training opportunity to provide you with the information and skills necessary to perform your role as a befriender. These training opportunities are complimentary and you may choose to opt in or out.

There will be primary and secondary training for the different roles specifically for befrienders. Any other suitable external trainers will be invited in as appropriate to the training topic on the condition that funding is available.

## SUPPORT AND FEEDBACK





## TERMINATION

- HCSA SPIN aims to ensure that matters pertaining to inappropriate code of conduct are dealt with in a fair and consistent manner.
- Any of the following would constitute gross misconduct:
  - Breach of resident and/or their family's confidentiality
  - Theft from any staff, volunteer, resident and/or their family
  - Deliberate falsification of records/documents
  - Physical or verbal violence or abusive behaviour towards any staff, volunteer, resident and/or their family
  - Harassment/bullying of any staff, volunteer, resident and/or their family
  - Serious incapacity through alcohol or being under the influence of illegal drugs
  - Serious negligence which causes inappropriate risk, unacceptable loss, damage or injury
- If a volunteer is found to have committed serious misconduct, SPIN reserves the right to suspend them from continuing working as a volunteer immediately, while the case is being investigated. Any serious incident shall be reported to the police or any relevant agencies i.e. NCSS.



# POLICY AND PROCEDURES

## DOs:



### A. Personal Values

- Accept people for who they are.
- Respect for others as being of equal worth.
- An ability not to impose your own values and beliefs on others.
- Appreciate and value the differences between people.
- Understand other's choices and lifestyles and their right to make decisions for themselves.
- Working with hope – being realistic about what can be achieved without becoming cynical.
- A belief that we can make a difference, that no situation is hopeless.
- Be honest and trustworthy, being a positive role model in their lives.

### B. Dress Code

- Dress appropriately and with due respect to all parties involved.

### C. Health and Hygiene

- Individual responsibility and caution are necessary to protect volunteers and members, as well as their families.
- If unwell, refrain from attending any meetings/sessions and do wear a mask if you have just recovered.
- Practice good personal hygiene by sanitizing/washing your hands regularly, especially after visits to the washroom, before and after meals, and when providing first aid.
- No sharing of personal items such as towels, cups, bottled water, etc.
- All volunteers are to put on gloves during meal preparation.



## GENERAL INTERACTIONS

- Respect and support the member by being patient and sincere - without cultural or religious prejudice.
- Share knowledge in a respectful manner, while acknowledging the knowledge and experience of the members.
- Conduct yourself as a positive role model to the members, and a representative of SPIN.
- Be reliable and dependable – ensure that any arrangements made are honoured, but in the event that it is not possible, to explain why.
- Only contact the member at reasonable hours (agree on what they will be).

## ACTIONS AND BEHAVIOUR

- Set boundaries with parents/children who are overly friendly or try to seek special attention. Behave appropriately even if they exhibit inappropriate behaviours.
- Do let the staff/parent know if the child misbehaves. Do not punish the child directly as whatever action taken by you may not be appropriate; or may not be consistent with what has been meted out to other children, or to the same child, previously.
- Avoid touch or close contact with the members as they may be sensitive to touch due to past abuse issues.



## DON'Ts:

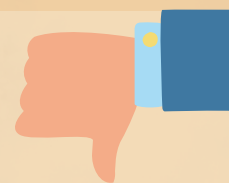


### GENERAL INTERACTIONS:

- Do not accept money or gifts from the family. If unable to decline, inform the volunteer manager about the item and who has given it. Volunteer can then keep the gift or donate to SPIN depending on value.
- Do not go out of your way to buy, call or transport any of the members without seeking prior approval.
- Do not overly reward the member with treats. We want to motivate the members with the correct motives.

### ACTIONS AND BEHAVIOUR:

- Do not smoke, use alcohol or illicit drugs while on outings with the member and their family.
- Do not abuse, neglect, exploit or harm the single parent family.
- Do not make sexually suggestive comments to the member or the child, even as a joke.
- Do not invite them into your home without prior permission from the staff.
- Do not make any decisions for the member without prior consultation from the staff.
- Avoid developing an intimate or inappropriate relationship with the member.

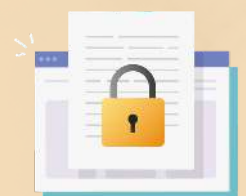


## CONFLICT OF INTEREST

- At the start of the volunteer engagement, volunteers shall be asked to disclose any general information about themselves to avoid potential conflicts.

## CONFIDENTIALITY

- All communications and information shared between staff, volunteers, and members are confidential and shall not be disclosed to third party without consent. However, staff should be informed of an exchange between volunteer and member if there is a risk of harm.
- Do not share any information relating to the member and the family to any third party and on any website or social media.
- Do not use mobile devices to engage the children during the voluntary service or lend them the use of such devices.
- Do not take any photos or film the members without their authorisation as they may be under protection services.
- Do not add members or accept requests from them on your personal social media accounts such as Facebook, Instagram, Twitter etc.





# LONE WORKING POLICY FOR SAFETY AND CRISIS MANAGEMENT

SPIN has a duty to ensure the safety of volunteers during unsupervised situation.

- Meeting the service user:
  - Make sure details of the meetings are known to staff/volunteer manager
  - Walk in lit areas and ensure that meetings/activities are conducted in neutral public spaces
  - Keep your mobile phone switched on and in an accessible place
- Entering a Member's Home:
  - In a few situations, meetings may be undertaken at the member's home but only with prior agreement from the staff and in exceptional circumstances
  - Do not enter someone's house if that person or anyone present is under the influence of drugs or alcohol
  - Remain aware of changes in mood, body language and behaviour
  - Leave if you feel things are getting out of control
  - When in the house, always be aware of your surroundings and place yourself with a clear line to an exit
  - Be very aware of maintaining appropriate boundaries at all times

## INSURANCE

- Volunteers will be covered under the Group Personal Accident Insurance Policy. It covers death, permanent disability and medical expenses due to an accident in the course of work with SPIN. This can include befriender-member meet ups, ad-hoc events or any special events that the volunteer is involved in. The claim will be assessed by the insurer and SPIN will not be liable for claims that happen outside the course of work with SPIN.



## GRIEVANCES HANDLING

- Volunteers who have grievances or complaints about how they have been treated by another volunteer, a staff member, or his/her matched member may verbally discuss the matter with the volunteer manager. SPIN will make every effort to solve problems cooperatively and informally before presenting them in writing as a formal grievance.
- Discussions held are confidential. Volunteers at any time have the right to withdraw their grievance. For contact details refer to “Contact Us”.





## CONTACT US

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**Website :** [www.hcsaspin.sg](http://www.hcsaspin.sg)

**Facebook :** [www.facebook.com/groups/spinvolunteers](https://www.facebook.com/groups/spinvolunteers)



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