



# VOLUNTEERING IN THE NEW NORM

## **WHAT IS THE NEW NORM?**

The COVID-19 pandemic has thrown a spanner in the works. Social Services is now establishing a new normal, where service-users can reach the services they need safely and appropriately. Volunteer with us and our Community Partners to give aid and enrich the lives of those in-need!

## **A Compilation of Volunteer Opportunities in Bedok Town**

By SG Cares Volunteer Centre @ Bedok operated by Filos Community Services

# Service-based Volunteering

Help Social Service Agencies cope with the rising demand of services during this time, as well as pivoting existing services to online modes.

Volunteer Opportunity	Suitable for				Applicable for Tag-Teams
	Individuals	Corporate Teams	Schools	Other Groups	
1. Tele-befriender	✓	✓		✓	
2. Virtual Activity Organisation & Facilitator	✓	✓	✓	✓	✓
3. Virtual Tutor	✓	✓	IHL only	✓	✓
4. Virtual Mentor	✓	✓		✓	
5. Ration or Meal Delivery	✓	✓	✓	✓	✓
6. Medical Escort	✓	✓		✓	✓

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# Tele- Befriender

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for

- ✓ Elderly
- ✓ Children & Youth
- ✓ Family
- ✓ The Differently-abled

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## ABOUT THE PROGRAMME

During this difficult time, many individuals face a range of mental health issues. Seniors are more likely to feel isolated in their homes, often unable to clearly follow the changes in regulations and how the pandemic is evolving. Caregivers and parents with young children are more prone to face caregiving stress and isolation, having to now care for their family members 24/7. Social Services Agencies (SSAs) have ongoing befriending programmes that they need to take online. Or they create new programmes to keep in touch with their service-users.

### Service-users

Persons at high-risk of facing isolation and caregiving stress.

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## ABOUT THE OPPORTUNITY

Volunteers will call service-users via telephone to check-in with them, often with a standard set of queries. Befriending helps service-users and volunteers form new relationships within the community, as well as provide them an avenue to raise any concerns and red flags.

### Suitable For

Open to All: Individuals / Family-friendly / Groups / Seniors / Youths

### Requirements

- At least 25 years old
- Positive, patient and willing to lend a listening ear
- Ability to converse in Mandarin, Malay or dialects is a plus

### Schedule

Programmes vary from weekly to monthly calls, depending on the SSA's programme objectives or service-user's needs.

### Support Given

- Training on basic befriending skills
- Orientation by the SSA, including necessary reports, if any
- Staff support by the SSA

### Areas to Note

1. **Confidentiality** – Do safeguard the privacy and confidentiality of the service-users who you meet through the programme. Do not share any details/photos to any third parties, social media or public without any consent.
2. **Boundaries** – While we encourage open communication between the service-user and volunteer, please be mindful not to impose your views on the service-user. Do not play the role of counsellor or nurse. Any alarming issues should be shared with the SSA's staff immediately.
3. **Practise Self-care** – If you have been put in an uncomfortable position or have any concerns, do speak to your coordinator so that you can be better supported.

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# Virtual Activity Organiser & Facilitator

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for

- ✓ Elderly
- ✓ Children & Youth
- ✓ Family
- ✓ The Differently-abled

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## ABOUT THE PROGRAMME

To create and facilitate activities for our clients, e.g., arts & crafts, music & performance arts and exercise. For the safety of our clients, most face-to-face or centre-based activities are put on-hold, but some SSAs are able to accommodate small physical volunteer groups.

### Service-users

- Elderly, mainly living alone or in rental blocks in Bedok
- Families, mainly with young children living in rental blocks in Bedok
- Children & Youth, mainly living in rental blocks in Bedok
- The Differently-abled, mainly with cognitive or physical differences in Bedok

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## ABOUT THE OPPORTUNITY

Help Social Service Agencies create and facilitate engagements with their clients that promotes meaningful social interaction, physical or cognitive stimulation. Activities can be conducted virtually/physically and can include sharing your skills and talents with the community, teach children character building lessons, or helping the elderly become more tech-savvy. The sky is the limit!

### Suitable For

Open to All: Individuals / Family-friendly / Groups / Seniors / Youths

### Requirements

- At least 17 years old, children below that age should be accompanied by an adult, parent or teacher
- Ability to converse in Mandarin, Malay or dialects is a plus
- Having a skill or talent to share is a plus

### Schedule

To be discussed and organised with the Social Service Agency (SSA)

### Support Given

- Training of the existing programme, if required
- Orientation by the SSA
- Staff support to be advised by the SSA

### Areas to Note

1. **Confidentiality** – Do safeguard the privacy and confidentiality of the service-users who you meet through the programme. Do not copy or share any details/photos to any third parties, social media or public without any consent.
2. **Boundaries** – Be mindful to set healthy boundaries for involvement. We would encourage you not to share any personal information or contact no. with the service-users that you meet through the programme. Any alarming issues should be shared with the SSA's staff immediately.

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# Virtual Tutors

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for  
✓ Children & Youth

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## ABOUT THE PROGRAMME

Pro-bono tuition programmes are run for children from families-in-need, who need the extra help with homework and cope with studies.

### Service-users

Children & Youth, mainly living in rental blocks in Bedok

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## ABOUT THE OPPORTUNITY

Support students academically with a pre-designed curriculum or homework sessions. You may be required to prepare lessons, mark assignments and track students' progresses, depending on the SSA's programmes. Tuition are now run online via Zoom or other video conferencing platforms.

### Suitable For

Individuals / Groups / Seniors / Youths

### Requirements

- At least 17 years old
- Teaching background and, or familiarity with the latest curriculum is a plus
- Mature, independent, reliable and able to lead and work with children, individually or in a small group setting
- Proficiency in the subjects of English, Math or Science
- Proficiency in Mother Tongue is a plus
- Proficiency in using computer programmes and digital platforms
- Comfortable with conducting virtual lessons with the video camera turned on

### Schedule

Typically runs weekly, to be advised by the Social Service Agency (SSA).  
Min. of 3 to 6 months commitment preferred.

### Support Given

- Orientation by the SSA
- Staff support to be advised by the SSA

### Areas to Note

1. **Communicate** – If you are unable to make it for sessions or need to drop out of the programme, do give your coordinators ample to accommodate these changes.
2. **Confidentiality** – Do safeguard the privacy and confidentiality of the service-users who you meet through the programme. Do not copy or share any details/photos to any third parties, social media or public without any consent.
3. **Boundaries** – Be mindful to set healthy boundaries for involvement. We encourage you not to share any personal information, social media or contact no. with the service-users that you meet through the programme. Any alarming issues should be shared with the SSA's staff immediately.

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# Virtual Mentors

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for

- ✓ Children & Youth
- ✓ The Differently-abled

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## ABOUT THE PROGRAMME

Children and youth who display at-risk behaviour or are disadvantaged require role models, coaches or adult friends to help them navigate through life's transitions and to face their challenges in a positive manner.

### Service-users

Children & Youth who display at-risk behaviour, are disadvantaged or differently-abled

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## ABOUT THE OPPORTUNITY

Befriend and mentor children and youth who display at-risk behaviour, are disadvantaged or differently-abled. Be a role model, coach and friend to journey with them through engaging in appropriate activities and conversations in a safe environment.

### Suitable For

Individuals / Groups / Seniors

### Requirements

- At least 25 years old
- Able to commit long-term for weekly or bi-weekly sessions
- Passionate about working with children and youth
- Positive, patient and willing to lend a listening ear
- Para-counselling or counselling skills is a plus
- Ability to converse in Mandarin, Malay or Tamil is a plus

### Schedule

To be discussed and organised with the SSA, typically 3 to 6 months commitment preferred.

### Support Given

- Orientation by the SSA
- Staff support to be advised by the SSA

### Areas to Note

1. **Confidentiality** – Do safeguard the privacy and confidentiality of the service-users who you meet through the programme. Do not share any details/photos to any third parties, social media or public without any consent.
2. **Boundaries** – While we encourage open communication between the service-user and volunteer, please be mindful not to impose your views on the service-user. Establish healthy boundaries with the guidelines of the SSA. Any alarming issues should be shared with the SSA's staff immediately.
3. **Practise Self-care** – If you have been put in an uncomfortable position or have any concerns, do speak to your coordinator so that you can be better supported.

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# Ration or Meal Delivery

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for

- ✓ Elderly
- ✓ Family
- ✓ The Differently-abled

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## ABOUT THE PROGRAMME

Essential services such as meal deliveries continue to take place during the New Norm. Additionally, extra rations are distributed to aid those who have lost their jobs and income during this time.

### Service-users

Rental block communities and the food-insecure in Bedok.

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## ABOUT THE OPPORTUNITY

Assist Social Service Agencies (SSA) with the packing, transportation and distribution of food and rations from a central location to the service-users' door. Some befriending included, as some SSAs use the deliveries as a touch-point with their service-users to make sure they are well and safe.

### Suitable For

Individuals / Family-friendly / Groups / Youths

### Requirements

- At least 18 years old, children below that age should be accompanied by an adult, parent or teacher
- Physically fit and able to pack and carry fairly heavy items
- Own transport vehicle is a plus, not mandatory

### Schedule

Ration distributions vary with each SSA from once a week to once a month. Meal deliveries range from daily to twice daily.

### Support Given

- Orientation by the SSA
- Staff support to be advised by the SSA

### Areas to Note

1. **Safety** – Volunteers will have to adhere to the necessary COVID-19 protocols set by the SSA, including but not limited to health/travel declarations, temperature taking and social distancing.
2. **Comfort** – dress comfortably and modestly as you will be required to do physical activity.
3. **Confidentiality** – Do safeguard the privacy and confidentiality of the service-users' data and/or details, which you may be exposed to in the programme. Do not copy or share any details/photos to any third parties, social media or public without any consent.
4. **Boundaries** – Be mindful to set healthy boundaries for involvement. We would encourage you not to share any personal information or contact no. with the service-users that you meet through the programme. Any alarming issues should be shared with the SSA's staff immediately.

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# Medical Escort

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for  
✓ Elderly

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## ABOUT THE PROGRAMME

Seniors have medical appointments to go for, however, they might be unfit to travel on their own. Caregivers may be working and are unable to accompany seniors to their appointments. As such, these seniors need escorts with getting to and back from their medical appointments to ensure that they are safe along the way.

### Service-users

Senior residents living in Bedok Town who require assistance when going to and coming back from their medical appointments.

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## ABOUT THE OPPORTUNITY

Accompany seniors who need to go for their medical appointments but are unfit to go by themselves. Ensure that they are safe along the journey there and back, and provide assistance wherever needed – registration, wheelchair assistance, etc.

### Suitable For

Individuals / Family-friendly / Groups / Youths

### Requirements

- At least 18 years old
- To liaise with staff of the SSA about pick-up and drop-off of senior
- To ensure that all administration following the appointment is completed
- To help with communication between doctors and service user where necessary

### Schedule

As and when the senior has a medical appointment

### Support Given

- Orientation by the SSA
- Staff support to be advised by the SSA

### Areas to Note

1. **Safety** – Volunteers will have to adhere to the necessary COVID-19 protocols set by the SSA, including but not limited to health/travel declarations, temperature taking and social distancing.
2. **Confidentiality** – Do safeguard the privacy and confidentiality of the service-users' data and/or details, which you may be exposed to in the programme. Do not copy or share any details/photos to any third parties, social media or public without any consent.
3. **Boundaries** – Be mindful to set healthy boundaries for involvement. We would encourage you not to share any personal information or contact no. with the service-users that you meet through the programme. Any alarming issues should be shared with the SSA's staff immediately.



# Skills-based Volunteering

Share your specialized skills and talents to strengthen the services of Social Service Agencies, helping them build and sustain their capacity to successfully achieve their missions.

Volunteer Opportunity	Suitable for				Applicable for Tag-Teams
	Individuals	Corporate Teams	Schools	Other Groups	
1. Graphic Designer	✓	✓	✓	✓	✓
2. Social Media & Digital Marketing	✓	✓	✓	✓	✓

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# Graphic Designer

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for

- ✓ Elderly
- ✓ Children & Youth
- ✓ Family
- ✓ The Differently-abled

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## ABOUT THE PROGRAMME

It has become ever more important for Social Service Agencies (SSAs) to connect with donors, volunteers and the public through online media. However, most SSAs require the help and expertise to transition to online media.

### Service-users

Potential and existing donor and volunteer partners, such as schools, corporates, social groups and individuals.

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## ABOUT THE OPPORTUNITY

Assist SSAs in the design of marketing collateral, such as banners and email flyers.

### Suitable For

Open to All: Individuals / Family-friendly / Groups / Seniors / Youths

### Requirements

- At least 18 years old
- Proficiency of graphic design software required
- Proficiency of social media tool preferred

### Schedule

Volunteers will be engaged on project-basis

### Support Given

- Orientation by the SSA
- Staff support to be advised by the SSA

### Areas to Note

1. **Confidentiality** – Do safeguard the privacy and confidentiality of the Social Service Agencies and their service-users' data and/or details, which you may be exposed to in the programme. Do not copy or share any details/photos/materials to any third parties, social media or public without the consent of the SSA you work with.

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# Social Media & Digital Marketing

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for

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## ABOUT THE PROGRAMME

It has become ever more important for Social Service Agencies (SSAs) to connect with donors, volunteers and the public through online media. However, most SSAs require the help and expertise to transition to online media.

### Service-users

Potential and existing donor and volunteer partners, such as schools, corporates, social groups and individuals.

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## ABOUT THE OPPORTUNITY

Assist SSAs in strategizing and implementing online campaigns, such as fundraising, donation and volunteer drives.

### Suitable For

Open to All: Individuals / Family-friendly / Groups / Seniors / Youths

### Requirements

- At least 18 years old
- Proficiency of social media tools required
- Proficiency of graphic design software preferred
- Proficiency in English required
- Proficiency in Mandarin, Malay and Tamil is a plus
- Copy-writing skills is a plus

### Schedule

Volunteers will be engaged on project-basis

### Support Given

- Orientation by the SSA
- Staff support to be advised by the SSA

### Areas to Note

1. **Confidentiality** – Do safeguard the privacy and confidentiality of the Social Service Agencies and their service-users' data and/or details, which you may be exposed to in the programme. Do not copy or share any details/photos/materials to any third parties, social media or public without the consent of the SSA you work with.

# Want to Volunteer with us?

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If you are able to contribute to any of the opportunities or have other ideas in mind, please contact our team to discuss more!

**TO SIGN UP OR FOR MORE INFO, CONTACT:**

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