



## YMCA-NUS Business School Volunteer Service Management Programme (VSMP)

### Factsheet

#### What is VSMP?

- A professional certificate course
- First in the social service sector that represents the collaboration between a Social Service Agency (SSA) and a *local premier university*
- Conducted by lecturers from both YMCA and NUS Business School, and facilitated by NUS Business School Alumni members
- First comprehensive all-in-one management course for non-profit organisations in Singapore

#### What is our objective?

To inspire and equip volunteers and social service staff with the necessary **skill sets** and knowledge to **implement** service projects successfully.

#### Background

The controversies involving the mishandling of funds had turned the spotlight on the corporate governance of SSAs leading to public wariness of social service events. Another challenge faced is the high turnover rate of staff and volunteers leaving voids in their human resource. There is therefore an urgency to build up human capital and capability in the social service sector.

Volunteer Service Management Programme (VSMP) aims to **prepare** volunteers to **more effectively** serve the social causes of their choice.

#### Target Audience

- Volunteers
- Staff of SSAs/NPOs
- Community Service Groups from schools
- Entrepreneurship Societies from schools

#### Topics covered (over a course of 9 sessions)

- 1) Planning
- 2) Organising
- 3) Leading
- 4) Control for Performance

- 5) Media Management
- 6) Fundraising
- 7) Marketing
- 8) Risk Management
- 9) Events Management

### **Programme Structure**

Wednesday classes: 6.30pm to 9.30pm

Saturday classes: 10am to 1pm & 2pm to 5pm

- Interactive lecture style
- Group learning and class presentations
- 30 hours of service practicum. The practicum is a service project to be endorsed by a SSA and approved by the Programme Committee

### **Desired Outcomes**

- Platform for experiential learning
- Quick application of what they had learnt through their service practicum
- Develop valuable life-skills
- Groom a new generation of leaders who will make a difference in their workplace

### **Organisations that have participated in VSMP**

1. 365 Cancer Prevention Society
2. Adventist Community Services
3. Alzheimer's Disease Association
4. Alexandar Hospital
5. Andrew & Grace Home
6. Ang Mo Kio – Thye Hua Kwan Hospital
7. AMKFSC Community Services, Singapore
8. Asian Medical Foundation Limited
9. Assisi Hospice
10. APSN Centre For Adults
11. Association for Persons with Special Needs
12. Association of Muslim Professionals
13. Autism Association Singapore
14. AWWA Excelerate Services
15. AWWA Ltd
16. AWWA TM Integration Services
17. BABES PREGNANCY CRISIS SUPPORT LTD
18. Banyan Home@ Pelangi Village
19. BEAUTIFUL PEOPLE SG LTD
20. Bethel Community Services
21. Bethesda Care & Counselling Services Centre
22. Beyond Social Services

23. Bishan Home For The Intellectually Disabled
24. Boys' Town
25. Boys' Brigade in Singapore
26. BRAHM CENTRE LTD
27. Bright Vision Hospital
28. Buds Theatre
29. Canossaville Children and Community Services
30. Care Community Services Society
31. Care Corner Seniors Services Ltd
32. Caregivers Alliance Ltd
33. Caritas Singapore Community Council Limited
34. Central Singapore CDC
35. Chen Su Lan Methodist Children's Home
36. Children's Aid Society
37. Children Cancer Foundation
38. Children-At-Risk Empowerment Association
39. Chinese Development Assistance Council
40. Christian Outreach to the Handicapped (COH)
41. City Harvest Community Services Association
42. Delta Senior School
43. Down Syndrome Association (Singapore)
44. Dyslexia Association of Singapore
45. En Community Services Society
46. Epworth Community Services
47. Faithacts
48. Filos Community Services
49. Focus on the Family Singapore Ltd
50. Food from the Heart
51. Girls' Brigade Singapore
52. GIRL GUIDES SINGAPORE
53. Grace Orchard School
54. Habitat for Humanity Singapore
55. Handicaps Welfare Association
56. HCA Hospice Care
57. HCSA Community Services
58. Home Nursing Foundation
59. Hope Centre (Singapore)
60. HOPE worldwide (Singapore)
61. Humanitarian Organization for Migration Economics
62. I Love Children
63. Law Society Pro Bono Services
64. LOVING HEART MULTI-SERVICE CENTRE
65. ISCA Cares Limited
66. Jamiyah Home For The Aged
67. Kheng Chiu Loke Tin Kee Home
68. Kidney Dialysis Foundation
69. Kwong Wai Shiu Hospital
70. Lakeside Family Centre
71. Light & Love Welfare Services Centre

72. Lions Befrienders Service Association (Singapore)
73. LUTHERAN COMMUNITY CARE SERVICES LIMITED
74. Make-a-Wish Foundation Singapore
75. Malay Youth Literary Association (4PM)
76. Man Fut Tong Nursing Home
77. MCYC Community Services Society
78. Methodist Welfare Services
79. Metta Welfare Association
80. Montfort Care
81. Moral Home for the Aged Sick Limited
82. Morning Star Community Services
83. Movement for the Intellectually Disabled of Singapore (MINDS)
84. National Book Development Council of Singapore
85. National Heritage Board
86. National Kidney Foundation
87. National Volunteer & Philanthropy Centre
88. Nature Society (Singapore)
89. NCC Research Fund
90. New Hope Community Services
91. NTUC Health Co-operative Limited
92. OH Open House
93. O'Joy Care Services
94. Operaviva Limited
95. Parkinson Society Singapore
96. Presbyterian Community Services
97. Rainbow Centre
98. Reach Community Service Society
99. Realm of Tranquillity
100. Ren Ci Hospital
101. Riding For The Disabled Association of Singapore
102. Roman Catholic Prison Ministry
103. Rotary Family Service Centre
104. SACS Hougang Care Centre
105. Samaritans of Singapore
106. Sanctuary House Limited
107. The Salvation Army
108. Save the Children Singapore
109. Shan You Counselling Centre
110. Sing Lit Station
111. Sikh Welfare Council  
Singapore (SDIWEC)
112. Singapore Action Group of Elders
113. Singapore Anglican Community Services
114. Singapore Anti-Narcotics Association
115. Singapore Art Museum
116. Singapore Association of the Visually Handicapped (SAVH)
117. Singapore Association of Visually Handicapped
118. Singapore Cancer Society

- 119.Singapore Christian Home
- 120.Singapore Council of Women's Organisations (SCWO)
- 121.Singapore Disability Sports Council (SDSC)
- 122.Singapore Gymnastics
- 123.Singapore Heart Foundation
- 124.Singapore Ice Skating Association
- 125.Singapore International Foundation
- 126.Singapore Planned Parenthood Association
- 127.Singapore Red Cross Society
- 128.Society For The Aged Sick
- 129.Society for the Prevention of Cruelty to Animals, Singapore (SPCA)
- 130.South East Community Development Council
- 131.Sree Narayana Mission (Singapore)
- 132.St Andrew's Mission Hospital
- 133.St Luke's ElderCare Ltd
- 134.Students Care Service
- 135.Student Volunteers Corp
- 136.Tanjong Pagar-Tiong Bahru CCC Community
- 137.Tan Tock Seng Hospital Community Fund
- 138.Teen Challenge (Singapore)
- 139.The Arts Fission Company
- 140.THE TENG ENSEMBLE LTD.
- 141.The Red Pencil (Singapore)
- 142.The Singapore Cheshire Home
- 143.The Singapore Scout Association (SSA)
- 144.The Society For The Physically Disabled
- 145.Thye Hua Kwan Moral Charities
- 146.Toa Payoh East Community Centre Welfare
- 147.Touch Community Services Ltd
- 148.Trybe Limited
- 149.Ulu Pandan Constituency Office
- 150.United Indian Muslim Association
- 151.Very Special Arts Singapore
- 152.VIVA Foundation for Children with Cancer
- 153.Viriya Community Services
- 154.Volleyball Association of Singapore
- 155.Wesley Methodist Church
- 156.Whispering Hearts Family Service Centre (Viriya Community Service)
- 157.YMCA of Singapore
- 158.Yong En Care Centre
- 159.YWCA of Singapore