

## JOB DESCRIPTION

<b>Programme Name</b>	Dayspring SPIN
<b>Section</b>	Support & General
<b>Reports to</b>	Head of Programme

<b>Job Title</b>	Programme Coordinator
<b>Job Category</b>	Executive/Individual Contributor
<b>Function</b>	Others

### GENERAL SUMMARY

Reporting to Head of Programme, the Programme Coordinator supports the development and coordination of volunteer management within SPIN programme as well as a range of events and activities for clients and stakeholder engagement including community relations and outreach activities.

### DUTIES AND RESPONSIBILITIES

1. Volunteer Coordination
  - Responsible for coordinating the Ally Network (teams of volunteers supporting SPIN single parent members) to provide structured and unstructured support and interactions to the clients.
  - Manage a volunteer relationship system, including recruiting, onboarding, support, training, coordination and evaluation.
  - Maintain detailed records of volunteers' information, assignments and contributions for reporting and analysis.
  - Support volunteer activities relating to community & corporate engagement activities/ events.
  
2. Programme and Community Outreach Coordination
  - Support development and coordination (plan, budget, execute and evaluate) of events and activities for client and stakeholder engagement, including quarterly empowerment sessions and volunteer training.
  - Support review and development of practical support and assistance, and resource mobilisation to meet clients' needs.
  - Support community & corporate engagement activities/ events/ communications,

presentations to community organizations, and liaisons with community “champions”.

- Develops and maintains effective relationships with community agencies and corporate partners.

3. Others

- Support data analysis and report generation for programme outcome measurement, management reporting and volunteer management.
- Provide administration support wherever needed.
- Participate in special projects/programmes and committees

**QUALIFICATIONS**

**EDUCATION & EXPERIENCE**

1. Minimum Diploma, preferably in a related field of study.
2. Proficient in Microsoft Office Suite, social media and/or digital marketing.
3. Excellent in verbal and writing communication skills
4. At least 2-3 years of experience in volunteer/ community management. Experience in social services/ charity / non-profit organization will be advantageous.
5. Strong Leadership skills are necessary for directing staff and overseeing projects.
6. Needs to be flexible to work on weekends when required.

**TECHNICAL SKILLS COMPETENCIES (TSC)**

	<b>TSC Title</b>	<b>TSC Description</b>	<b>TSC Proficiency Description</b>
1	Collaborative Practices Across Disciplines and Sectors	Understand services, contributions and perspectives from other organisations, settings, disciplines and professionals, and apply integrated approaches to deliver interventions to clients	<Level 2> Participate in collaborative practices to provide integrated approaches in interventions to clients
2	Diversity Awareness and Management	Apply awareness and sensitivity in working professionally with diverse individuals, groups and communities	<Level 2> Comply with basic principles of diversity and inclusion set by organisation
3	Ethics, Values and Legislation	Apply conduct, ethics, values and relevant legislation to uphold the integrity and reputation of the	<Level 2> Apply principles of ethical conduct, policies and

		organisation and the profession	procedures and inclusive work practices in professional activities
4	Reflexive Practice	Conduct regular self-assessment of own competencies and interactions with others within different systems and take the necessary actions to continuously develop as a professional	<Level 3> Determine learning needs and areas of improvement, and apply learnings for personal and professional improvement
5	Advocacy and Representation	Advance the interests of the marginalised and/or vulnerable within the community regardless of mode of delivery	<Level 3> Advocate for the needs of vulnerable and/or marginalised members and families in the community
6	Trends Evaluation and Application	Keep abreast of current developments and trends, and apply domain knowledge to trends within the social sector	<Level 2> Interpret research findings and trends within the social sector
7	Research Data Collection and Management	Collect research data and manage research databases, including extracting required data and managing data storage	<Level 3> Implement research data collection and management for research studies
8	Events Planning and Management	Develop, manage and execute event plans according to agreed timelines and budgetary requirements	<Level 3> Implement and monitor event planning activities according to agreed timelines and budgetary requirements
9	Volunteer Programme Evaluation	Evaluate the effectiveness of volunteer programmes in meeting its stated objective	<Level 2> Support the evaluation of volunteer programmes to determine their effectiveness
10	Volunteer Programme Management	Manage volunteer programmes, operations and logistics and develop volunteer programmes for the organisation	<Level 2> Support the implementation of volunteer programmes
11	Process Improvement	Evaluate strategic and longer-term impacts of change and improvement processes, as well as communicate to employees improvement plans, goals	<Level 1> Execute and standardise work improvement processes and report issues of service

		and changes to operational procedures	quality using standard organisational processes and timeframes
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### CRITICAL CORE SKILLS (CCS)

	CCS Name	CCS Description	CCS Proficiency Description Level
<b>1</b>	Communication	Convey and exchange thoughts, ideas and information effectively through various mediums and approaches	<Intermediate> Tailor communication approaches to audience needs and determine suitable methods to convey and exchange information
<b>2</b>	Collaboration	Manage relationships and work collaboratively and effectively with others to achieve goals	<Intermediate> Build relationships and work effectively with internal and external stakeholders to create synergies in working towards shared goals
<b>3</b>	Customer Orientation	Identify the needs of customers, both internal and external, to deliver an effective customer experience	<Intermediate> Build relationships with customers to anticipate needs and solicit feedback to improve the customer experience
<b>4</b>	Adaptability	Exercise flexibility in behaviours or approaches to respond to changes and evolving contexts	<Intermediate> Manage change in evolving contexts
<b>5</b>	Problem Solving	Generate effective and efficient solutions to solve problems and capitalise on new opportunities	<Intermediate> Determine underlying causes of problems and collaborate with other stakeholders to implement and evaluate solutions

<b>6</b>	Digital Fluency	Leverage digital technology tools, systems, and software across work processes and activities to solve problems, drive efficiency and facilitate information sharing	<Basic> Perform work processes and activities using identified digital technology tools, systems and software
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