

MWS Volunteer Management Policies and Practices

MWS follows a 10-step volunteer management process: Enquiry, matching, contacting, screening, registration, orientation, training, deployment, feedback/review and appreciation.

Regular service and skills-based roles are identified through needs assessment. Each role has a detailed job description which also indicates the commitment and expectations of the volunteer.

Risk assessment and management of each volunteer role have been conducted and are continuously refined. The MWS Volunteer Handbook is given to all regular volunteers and includes detailed code of conduct, roles and responsibilities. The MWS Volunteer Incident Management and Reporting Standard Operating Procedure are also in place.

MWS conducts an annual volunteer satisfaction survey to obtain feedback of their experiences and volunteer programmes. The results are publicised in the MWS Annual Reports.

Each centre is also encouraged to have at least one annual in-depth dialogue with their regular volunteers using a template provided. Day-to-day feedback can also be given to the centre's volunteer manager. When volunteers leave their roles, MWS staff will also conduct an exit interview to evaluate their experience and listen to any concerns and suggestions that they may have.