



NEW HOPE
COMMUNITY SERVICES
VOLUNTEER

VOLUNTEER HANDBOOK

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Welcome Message

Dear Volunteers,

A warm welcome to you as you begin this meaningful journey with New Hope Community Services (New Hope CS).

When I reflect on the many ways we are called to serve one another, I am reminded that volunteerism is one of the most powerful expressions of compassion and shared humanity. Your decision to volunteer is a meaningful and generous act - one that brings hope in very tangible ways.

At New Hope CS, volunteers are truly the heartbeat of our organisation. It is through your time, compassion, and commitment that we are able to reach individuals and families in need, walking alongside them as they rebuild their lives. For this, we are deeply grateful.

Volunteerism plays an important role in building a caring and inclusive society. It brings people together across different walks of life, strengthens communities by responding to real needs, and creates meaningful impact for both those who serve and those who are served. In giving your time, you extend our reach while also growing in purpose and experience.

Over the years, we have been blessed by the faithful service of our volunteers across many areas of work - from festive celebrations and community outings to training programmes, life skills development, retreats, fundraising events, and the upkeep of our facilities. Each contribution, whether large or small, seen or unseen, has helped bring hope and create lasting change.

On behalf of our clients, staff, and management, I extend my heartfelt appreciation to each of you for being part of this journey. Your willingness to step forward matters more than you may realise, and it continues to strengthen our community.

We look forward to walking this journey together as we continue building a community filled with care, dignity, and hope.

Yours sincerely,
Pastor Andrew Khoo
Founder & Senior Advisor

Introduction

TO NEW HOPE COMMUNITY SERVICES

In 2003, 4 men and a family with 2 children approached Pastor Andrew Khoo, Founder and Senior Advisor of New Hope Community Services, seeking temporary shelter. As more homeless men came forward for assistance, a Shelter for Men was established.

What began as a simple response to an immediate need soon became the fulfilment of a larger vision — to establish a Social Service Agency (SSA) that addresses a very real, yet often unseen, need in Singapore.

New Hope Community Services (New Hope CS) was officially registered as a charity and society in 2004. Our sole motivation is rooted in the love of God and the conviction that the church must remain relevant to the needs of the community. We are committed to serving those in need, regardless of race or religion.

In 2005, New Hope Community Services was granted full membership with the National Council of Social Service (NCSS) and was accorded IPC (Institution of a Public Character) status.

In 2007 and 2010, New Hope Community Services expanded its services by setting up the Shelter for Displaced Families and the Shelter for Displaced Individuals. These initiatives were collaborative efforts with the former Ministry of Community Development, Youth and Sports (MCYS), now known as the Ministry of Social and Family Development (MSF).

Recognising that homelessness can arise from a range of circumstances, our mission is to stand in the gap - to provide a Shelter of Hope for displaced Singaporeans and empower them to rebuild their lives.

To date, New Hope CS has served more than 200 displaced families and over 400 individuals. Beyond providing safe and temporary shelter, we offer counselling, life skills training, food rations, job placement assistance, and community-building activities. These holistic support services are designed to help residents regain stability, restore dignity, and work towards securing permanent housing.

Our Mission

AND CORE VALUES

MISSION

We endeavour to build **HOPE** through

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HOLISTIC CARE

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OUTREACH &
CONNECTION

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PARTNERSHIPS

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EMPOWERMENT
& EMPLOYMENT
FOR ALL

CORE VALUE

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RESPECT

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INTEGRITY

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COMPASSION

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EXCELLENCE

CODE OF CONDUCT

At New Hope Community Services (New Hope CS), our Code of Conduct (CoC) ensures that all volunteers understand the standards of behaviour expected of them. Volunteers are required to uphold this Code at all times while carrying out their duties and in all related interactions.

Volunteers are **expected at all times** to:

- Honour your commitment to New Hope CS and perform your duties to the best of your ability.
- Maintain strict confidentiality of all data and information obtained during your service, in accordance with the confidentiality clause in your Volunteer Appointment Letter.
- Respect the mission, core values, and goals of New Hope CS.
- Follow the directions and decisions of your Programme Coordinator.
- Fulfil scheduled commitments and inform the office at least 24 hours in advance if you are unable to attend.
- Treat co-workers (paid or unpaid), clients, and members of the public fairly and without discrimination.
- Be punctual for all scheduled duties.
- Participate actively in required briefing and debriefing sessions.
- Provide constructive feedback in an appropriate and respectful manner.
- Conduct yourself professionally at all times — courteous, friendly, and cooperative.
- Manage conflicts or difficulties appropriately, in accordance with this handbook.
- Respect the property of New Hope CS and that of our clients.
- Prioritise the safety of staff, clients, and fellow volunteers at all times.
 - All volunteers must dress appropriately while serving:
 - Nametags must be worn whenever you are serving in your volunteer capacity.

- Attire should be suitable for assigned duties (e.g., comfortable and durable clothing for physical tasks).
- Clothing must not be torn, frayed, dirty, or revealing (including cleavage, midriff, or buttocks).

Volunteers are expected **NOT** to:

- Act in any way that may create liability for or bring disrepute to New Hope CS.
- Disclose confidential client information to unauthorised persons without written approval.
- Use New Hope CS property, resources, information, or funds for unauthorised purposes.
- Falsify or alter documents or records.
- Make promises on behalf of New Hope CS or commit to anything beyond your authority.
- Post photographs or videos (for reports, advertisements, promotional materials, or social media) without prior approval from relevant personnel.
- Act as a spokesperson or speak to the media on behalf of New Hope CS without prior consent.
- Seek or accept money, gifts, rewards, or benefits from clients. Any item received must be declared verbally or in writing to New Hope CS.
- Engage in any activity that may cause physical or emotional harm to others or damage property.
- Share personal issues or problems with clients.
- Impose personal viewpoints, influence, interests, or religious beliefs on clients.
- Volunteer under the influence of alcohol or non-prescription drugs.
- Bring clients home or introduce them to family members.
- Lend money to clients.
- Share personal contact details with clients. New Hope CS will not be liable for any unforeseen consequences arising from the sharing of personal contact information.

- Use your role in New Hope CS to promote partisan politics, religious agendas, or external affiliations.
- Solicit funds under the name of New Hope CS for personal interest.
- Misrepresent New Hope CS for personal gain.

Conflict of Interest:

Volunteers must avoid situations that may give rise to a conflict of interest with New Hope CS (e.g., competing commitments or roles in other organisations). If a potential conflict arises, please consult the Volunteer Manager promptly.

Breaches of the Code of Conduct for Volunteers:

Any breach of this Code of Conduct may result in a formal warning or immediate termination of volunteer service, depending on the severity of the matter.

We appreciate your partnership in upholding these standards as we work together to serve with integrity and care.

CONFIDENTIALITY

For Our Volunteers

Before individuals can be accepted as volunteers with New Hope Community Services (New Hope CS), they are required to provide consent for the collection, use, and disclosure of their personal data for the purpose of managing and administering their volunteer relationship with us.

Volunteers will also have the option to opt in to receive information and updates about our programmes, events, and fundraising initiatives.

We value and respect the personal data of our volunteers. As such, New Hope CS puts reasonable security arrangements in place to safeguard against unauthorised access, collection, use, disclosure, copying, modification, disposal, or other similar risks.

For Our Clients

All volunteers of New Hope Community Services (New Hope CS) are required to maintain strict confidentiality of all personal data and information obtained in the course of their volunteer service, in accordance with the confidentiality clause stated in the Volunteer Appointment Letter. This document must be signed before commencing volunteer duties, as it safeguards our clients' right to privacy and confidentiality.

We value our clients' personal data and seek your partnership in protecting it.

Guidelines on Personal Data Protection:

1. Collection, Use and Disclosure

Collect, use, and disclose personal data strictly in accordance with New Hope CS's Personal Data Protection policies, practices, and Standard Operating Procedures (SOPs), as well as our Information Security Policy. Personal data should only be collected for reasonable purposes and limited to what is necessary for those purposes.

2. Prior Written Approval

Unless clearly permitted under New Hope CS's policies and SOPs, written approval from Management must be obtained at least 24 hours in advance before using or disclosing any client personal data and/or information.

3. Photography and Videography

No photographs or videos of clients may be taken or shared for publicity purposes (including but not limited to Facebook, Instagram, Snapchat, Twitter, YouTube, LinkedIn, blogs, or any other media platforms) without prior written approval from Management, obtained at least 24 hours in advance.

4. Legal Disclosure

This policy does not restrict disclosure where such disclosure is required under the laws of Singapore.

Your diligence in upholding these standards ensures that we continue to serve our clients with integrity, trust, and respect.

EMERGENCY PROCEDURES

At New Hope Community Services (New Hope CS), the safety and well-being of our clients, volunteers, and staff are of utmost importance. Volunteers are expected to remain calm and act responsibly in any emergency situation.

1. What is an Emergency?

An emergency may include, but is not limited to:

- Medical emergencies (e.g., injury, collapse, breathing difficulties)
- Fire or suspected fire
- Violence, threats, or unsafe behaviour
- Missing persons
- Any situation that poses immediate risk to safety or property

2. General Response Guidelines

In the event of an emergency, volunteers should:

- **Stay calm** and assess the situation quickly
- **Ensure your own safety** first before assisting others
- **Alert New Hope CS** staff immediately (e.g., Programme Coordinator or staff on duty)
- **Follow instructions** given by staff or emergency responders
- **Do not act beyond your level of training or authority**
- Avoid causing panic among clients or other volunteers

3. Contacting for Help

If immediate assistance is required:

- Inform a New Hope CS staff member as soon as possible
- Contact the Programme Coordinator and/or Volunteer Manager
- If the situation is critical, call 995 for emergency medical services or 999 for police assistance in Singapore

4. Handling Difficult or Unsafe Situations

- Do not attempt to physically intervene in conflicts or violent situations
- Remove yourself and others from danger where possible

- Inform New Hope staff immediately
- Allow trained personnel or authorities to manage the situation

5. Incident Reporting

After any emergency or incident:

- Report the situation to your Programme Coordinator as soon as possible
- Provide accurate and factual information
- Complete any required incident report forms

Important Reminder

Volunteers play a supportive role and are not expected to handle emergencies independently. Always seek assistance from New Hope CS staff and follow established procedures.

GRIEVANCE POLICY

At New Hope Community Services (New Hope CS), we encourage open and respectful communication in the event of disagreements.

1. Where differences arise between volunteers, or between volunteers and staff/clients, the parties involved are encouraged to first attempt to resolve the matter amicably among themselves.
2. If resolution cannot be reached and third-party intervention is required, the following escalation process will apply:
 - a. First level of escalation: Coordinator of the volunteers' program
 - b. Second level of escalation: Volunteer Manager (If the grievance involves the Coordinator of the volunteers' program, the matter may be escalated directly to the Volunteer Manager)
 - c. Third line of escalation: Management (If the grievance is with the coordinator of the volunteers' program volunteer manager, an appeal can be made to the management of New Hope Community Services)

Under no circumstances should disagreements or conflicts be made public or discussed with individuals outside of the above-listed parties. All matters should be handled discreetly and professionally to protect the integrity of the organisation and those involved.

EXPENSES & CLAIMS

1. All claims must receive prior approval from the Head of Partnerships before any purchase is made or expense incurred.
2. Reimbursement will be made by bank transfer to the volunteer.
3. Claims must be submitted within two (2) months from the date of purchase or use. All claims must comply with the organisation's policy and be supported by valid proof of expense.

BENEFITS & RECOGNITION

At New Hope Community Services (New Hope CS), we value the time, effort, and dedication of our volunteers. We are committed to supporting your growth and recognising your contributions in meaningful ways.

1. Training and Development

Volunteers will receive relevant training and briefings to equip them with the knowledge and skills required for their roles. This may include onboarding sessions, role-specific guidance, and periodic learning opportunities.

2. Volunteer T-Shirt

As a token of appreciation, volunteers will receive an New Hope CS volunteer t-shirt after completing at least two volunteering sessions. This also helps to identify volunteers during activities and events.

3. Volunteer Support

New Hope CS is committed to providing ongoing support to all volunteers. Programme Coordinators and staff will be available to guide, assist, and address any concerns that may arise during your volunteering journey.

4. Volunteer Appreciation

Volunteers will be recognised for their contributions through annual appreciation initiatives. These may include appreciation events, tokens of gratitude, or formal acknowledgements of service.

5. Networking Opportunities

Volunteers will have opportunities to connect with fellow volunteers, staff, and community partners through organised sessions and events, fostering meaningful relationships and shared experiences.

6. Sharing and Learning Sessions

New Hope CS may organise “Mind Sharing” sessions where volunteers can exchange experiences, insights, and ideas. These sessions aim to encourage reflection, peer learning, and continuous improvement.

RESIGNATION

FROM VOLUNTEERS' PROGRAMME

We accept both written and verbal resignations. However, if you wish to withdraw from an activity you have committed to, we would appreciate at least one week's notice where possible.

New Hope Community Services reserves the right to dismiss a volunteer when necessary. Reasons for dismissal may include, but are not limited to:

1. Failure to comply with the rules and regulations outlined in this Volunteer Handbook, including the Code of Conduct for Volunteers and our Personal Data Protection policies, practices, SOPs, and Information Security Policy.
2. Consumption of alcohol or use of inappropriate substances while volunteering.
3. Refusal to attend mandatory volunteer briefings.
4. Refusal to provide suitable references, or failure to disclose a criminal record where applicable.
5. Being charged with a criminal offence.
6. Diagnosis of a critical or chronic illness or disability that may significantly affect your ability to carry out volunteer duties safely and effectively.
7. Any conduct deemed inappropriate or detrimental to the organisation.

Certain misconduct may amount to criminal offences. In such cases, the matter may be referred to the relevant authorities. Examples include, but are not limited to, fraud, embezzlement, acts of terrorism, sexual misconduct, and other unlawful activities.

INSURANCE

AND LIABILITY COVERAGE

New Hope Community Services values our volunteers, and we will try our very best to provide you with a safe environment. On top of that, we will cover you with appropriate Group Personal Accident insurance for the activities you will be participating in. The claim will be assessed by the insurer and New Hope CS will not be liable for claims that happen outside the course of volunteer work with us.

Our staff will provide you with more information during the volunteer briefing session. With that, New Hope Community Services would like to wish you a pleasant time working with us as a volunteer here.

CONTACT US

For volunteer matter:

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General Email:

general@newhopecs.org.sg

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