

AIDHA

Aidha is an award-winning Singapore-registered charity. Our mission is to provide financial literacy and self-development skills to foreign domestic workers and other lower income women to enable them and their families to break out of the cycle of poverty. Started initially under the auspices of UNIFEM Singapore (which became UN Women Singapore), Aidha became an organisation in its own right in 2006. Since its inception, Aidha has impacted more than 6,000 women and their families and communities. We attained much-coveted IPC (Institution of Public Character) status in 2015 and have retained it ever since.

Aidha provides training in money management, computer skills, leadership, entrepreneurship and English. We conduct most of our classes on Sundays (when most foreign domestic workers have their day off). Until the pandemic took hold in early 2020, we held in-person classes at our campus at United World College in Dover. At that time, Aidha typically had 400-500 students attending classes and a pool of 150-200 active volunteers conducting the classes. Aidha is now transitioning back to in-person classes after being online since 2020. While we will continue some online classes in the months ahead, a key focus for Aidha will be to ramp up the number of in-person classes we offer, which will take place at our satellite campus at the FAST Hub near Eunos, as well as our new main campus at Catapult near Buona Vista that that just opened in Dec 2022.

Aidha is a small but successful organisation, now in an exciting stage of growth and scaling up of its operations.

POSITION: VOLUNTEER MANAGEMENT ASSOCIATE

Reporting to the Volunteer Manager (VM), the Volunteer Management Associate (VMA) is responsible for supporting the maintenance and expansion of our volunteer network. The VMA supports the Volunteer Manager in recruitment, training and engagement of volunteers to ensure a steady pipeline of mentors to conduct Aidha's programmes.

The position is either a full time or 80% part-time role. The VMA is expected to work four or five days during the week, and spend one or two Sundays a month either on campus or at external sites for outreach events and attend Aidha events on evenings and weekends as necessary (Note: time off-in-lieu will be provided for work on Sundays.)

Aidha has a working-from-home policy; up to two days a week may be working-from-home days.

RESPONSIBILITIES:

Volunteer Management

- Support the VM to plan and schedule volunteer roster for weekly classes and send regular reminders via phone/email
- Support regular volunteer orientation and training sessions and send appropriate follow-up via phone/email
- Respond to volunteer-related queries by phone/email in a timely manner
- Manage and maintain the volunteer database in Salesforce
- Conduct volunteer satisfaction surveys, collate results and perform follow-ups if necessary

- Support the VM in planning and execution of regular volunteer networking, engagement, and appreciation activities
- Interact with volunteers and students on campus to check in on their experience and well being
- Manage communications and feedback with volunteers to maintain positive working relationships

Others

- Undertake any other duties assigned by the VM or CEO

ARE YOU OUR IDEAL VOLUNTEER MANAGEMENT ASSOCIATE?

Our ideal Volunteer Management Associate should have a passion for working and interacting with people from diverse cultures and backgrounds, and possess strong organisational skills and excellent written and verbal communication skills in English. They must be able to work well independently and as part of the team. They must be able to work with different internal and external stakeholders from across nationalities and industries. Experience in database management would be a plus! If you enjoy adopting a collaborative approach and creating a happy, positive work environment, then we want you on our team!

In return, what you can expect from your time with us at Aidha is...

- A deep sense of fulfilment from being to see the impact you are making on our beneficiaries right before your eyes – which no money in the world can buy!
- The opportunity to play a key role in helping to shape and influence the growth of this young successful organisation as it continues on its upward track
- Unmatched opportunities for personal growth and to learn and develop new skills and experience
- Never again dreading coming to work on a Monday morning!

Interested candidates are invited to submit a comprehensive resume, stating current and expected salary to careers@aidha.org. We regret that only shortlisted candidates will be notified.