



New Lives. New Futures.

# **VOLUNTEER GUIDEBOOK**

Last updated: 26 September 2022

Hello from NeuGen!  
Thank you for your interest in volunteering with us.  
Within this guide, you will find information such as steps to kickstart your volunteering journey and your responsibilities as a volunteer. If you have more questions, can always reach out to us at [hello@neugen.org.sg](mailto:hello@neugen.org.sg).

## 1. Introduction

Established in 2018, NeuGen Fund (“NeuGen”) \* is a registered charity set to empower the children and families of reformed offenders to prevent intergenerational offending. The charity is currently an Institution of a Public Character (IPC).

Through various academic and pro-social initiatives under the Neu Empowerment Model, we actively engage our beneficiaries to minimise the impact of parental incarceration on the children’s overall wellbeing.

Over the years, we have impacted the lives of over 1,600 children and 800 families through these initiatives and we are only able to do so with the support of our external stakeholders, including volunteers. NeuGen relies on the experience, talents, and passion of its volunteers in many aspects of work and are immensely grateful for their contribution.

*\*Prior to 27 July 2022, NeuGen Fund was formerly known as ISCOS ReGen Fund.*

## 2. Our Vision, Mission and Approach

Vision:

A caring and inclusive society where lives are rebuilt to be productive and self-reliant.

Mission:

As a charity, we provide holistic and empathetic support to reformed offenders, their children, and families to prevent intergenerational offending.

Approach:

In 2021, we initiated a process of reviewing our programme framework and approach, to be more proactive and impactful in empowering a new generation of children – one of self-determination and unconstrained futures. In July 2022, we adopted the name “NeuGen” and introduced the **Neu Empowerment Model** with pillars focusing on education, personal development, holistic growth, family and home environmental needs. Children are the future of the world and with our tagline ‘New Lives New Futures’, we hope to embark on a journey of empowerment with each of them!

## 3. Why Volunteer with NeuGen?

Whether you are corporate or individual volunteer, we welcome you! Volunteering can further develop your character, boost skills, expand your social circle and most importantly, let you have fun while making a difference.

Some common benefits of volunteering:

- Doing good can boost your confidence with a greater sense of satisfaction that you can get from bettering the lives of others
- Volunteering offers insights into real-world contexts and helps you gain hands-on experience
- The act of volunteering creates meaningful connections with others who share the same passion as you for the cause
- Enhance social awareness
- Gain knowledge and new skills which in turn, discover strengths and talents
- Challenge yourself to meet and engage new people

#### **4. Getting Started**

##### ***What volunteer opportunities are available at NeuGen?***

From time to time, NeuGen organises events and workshops such as Family Day and Bursary Award that require volunteers to take on supporting roles like ushers, game masters, emcee, and photographers.

If you are looking at a longer-term volunteering with minimum 1 year commitment, feel free to express interest in becoming a mentor for our children, facilitating support groups for mothers and caregivers and others. Do take note that these roles are on a need's basis.

##### ***How to become a volunteer?***

Simply register your interest to volunteer with us on our portal.

Upon registration, we will contact you to follow up on orientation, volunteering opportunities and the next steps.

##### ***I have a good idea for collaboration. What can I do?***

For any potential partnership and collaboration, feel free to reach out to us at [hello@neugen.org.sg](mailto:hello@neugen.org.sg).

#### **5. Support, Guidance & Training**

##### **Orientation & Training**

After receiving registration, we will arrange for every volunteer to go through orientation to better understand our organisation and the scope of work.

We will also keep a lookout for suitable training opportunities to equip volunteers with relevant skill sets throughout the year.

More details can be found in the Volunteer Code of Conduct which will be provided during/after the orientation.

#### **6. Rights and Responsibilities of Volunteers**

As a volunteer, you have the right to:

- Be respected and valued

- Be in a safe and friendly environment
- Be educated with all the necessary information need to carry out your tasks

As a volunteer, you have the responsibility to:

- Be genuine and a good listener to our beneficiaries
- Be respectful to all
- Be empathetic, but not gullible
- Be objective and avoid bias
- Be trustworthy

#### **7. Exit Interview**

For volunteers who would like to end their volunteering journey with us, it is our procedure to conduct an exit interview to gain feedback on the volunteering experience and to ensure a proper handover (if any).

#### **8. Representation to the media**

It is important that NeuGen speaks with only one consistent voice.

Media or any external party might ask for your opinions as a NeuGen volunteer. Instead of commenting, please refer them to our Communications & External Relations (CER) team to follow up with them.

If you decide to comment, please ensure that the media and other external party understand that they are coming from your own personal capacity to share. After the interview, you should update the CER team with the details of your interview.

**WE LOOK FORWARD TO MEETING YOU SOON!**