

FAQ for Volunteer Case Officers (VCOs)

1. Can I sign up as a VCO if I am currently working in a full-time job?

Yes. As long as you are able to engage your assigned supervisees at least once a month, support them in their reintegration journey and provide monthly progress reports, you are welcomed to apply.
2. Do I get any form of remuneration as a VCO?

VCOs serve as volunteers without remuneration. However, to acknowledge the effort and recognise that some expenses may be incurred, an honorarium will be provided.
3. What if I am not able to engage the supervisee and provide the progress report for the month?

Please inform your assigned SPS staff if engagements were not possible because of an unresponsive supervisee. Please inform the VCO team if engagements were not possible due to personal reasons.
4. Do I have to go into Changi Prison Complex or Selarang Park Complex to engage supervisees?

For the first session, we strongly encourage all VCOs to have a joint session together with the supervisee and SPS staff. The venue will depend on whether your supervisee is still incarcerated or undergoing a Community-based Programme. Subsequently, VCOs can engage supervisees independently at designated locations within the community.
5. Do I have to engage the supervisees in-person?

This is strongly encouraged, especially for the first few sessions to build rapport. After establishing rapport, the VCO and supervisee can decide on the mode of engagement that best suits them (e.g., in person, video call, etc.).
6. Will clinical supervision be provided?

No. SPS does not provide clinical supervision for VCOs. If you are currently a student, please approach the clinical supervisors from your school. Alternatively, you may wish to engage an external clinical supervisor for support. Please note that your clinical supervisor has to be registered with a professional body (e.g., the Singapore Association of Counselling) and sign an Official Secrets Act (OSA) form with SPS.
7. Can I request for more, or less, cases?

Yes. You may inform the VCO team of your preference. However, case assignment depends on several factors, such as availability of cases, matching of profiles, etc. We encourage all VCOs to have at least one active case at any time.
8. What if I cannot take up any cases for a specific period of time?

Please let the VCO team know of your situation.