

FAQs for Volunteer Case Officers (VCOs)

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

Yes. If you are able to engage your assigned supervisees at least once a month, support them in their reintegration journey and provide monthly progress reports, we welcome you to join us.
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 of \$25 per supervisee per month (capped at \$100 per month) will be provided.
3. What if I am not able to engage the supervisee and provide the progress report for the month?

If the engagement was not possible as the supervisee was not responsive, please inform the assigned prison staff. If it is due to personal reasons, please inform the VCO Team.
4. Do I have to go into Changi prison to engage my supervisees?

For the first session, we strongly encourage all VCOs to have a joint session together with the supervisee and prison staff. The venue would thus depend on whether your supervisee is still in the prison institution or out in the community. Subsequently, VCOs can meet supervisees independently at designated locations in 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 the mode of engagement that best serves 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 in 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 Secret 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 the availability of cases, matching of profiles, etc. We also 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, and they will advise accordingly.