

**Programme and Volunteer Committee
Terms of Reference**

1.	Purpose
1.1	The purpose of the Programme and Volunteer Committee (the Committee) is to assist the Board in fulfilling its responsibilities relating to oversight of the organisation's programme and services, and volunteer management. This is to ensure that management establish strategic directions and procedures for programmes and services offered by Ambulance Wish Singapore (AWS), including wish granting policies and evaluation of wish requests as well as ensuring we have the right volunteers for the organization.
2.	Role of the Committee
2.1	The Committee reports to the Board of Directors.
2.2	Review and evaluate all programmes and services offered by the organization to ensure it fulfills governance requirements and achieves the organisation's goals.
2.3	Work with management to establish the wish-granting policies and processes that are patient and family-centered, meet service delivery KPIs, governance requirements and patient safety concerns.
2.4	Review and deliberate on wishes that are beyond what is defined in the wish granting policy and above the approval limits delegated by the Board.
2.5	Strategise with Management on identifying new/existing community gaps and work with the organization to research, evaluate and develop new programmes that are in line with the organisation's vision and mission.
2.6	Facilitate in referrals and contacts for wishes that need additional external support.
2.7	Review and evaluate the volunteer management strategy and programme.
2.8	Work with management to establish the volunteer management policies, processes and development framework.
2.9	Review recruitment, onboarding, training, development and appreciation programmes for Volunteers.

2.10	Ensure that the highest level of integrity and professionalism is upheld by all volunteers by monitoring and assessing any case of misconduct that are escalated for its investigation and deliberation, in accordance with the organisation's rules of governance and code of conduct.
2.11	Act as the final committee of appeal to investigate, arbitrate and address volunteer grievance, in accordance with the organisation's grievance procedure.
2.12	To identify and address the risks that are associated with wish granting and volunteer management.
2.13	Other duties or tasks as specifically delegated from time to time by the Board.
3	Membership
3.1	The Committee shall be appointed by the Board and the Chair of the Committee shall be a Board member.
3.2	The Committee will have maximum 3 Board Members with one board member serving as Committee Chair and any external members appointed by the Board.
3.3	The ex-officio member is the Executive Director.
3.4	The external member will have experience and/or expertise in the scope of work for this Committee. For this Committee, it can include individuals with one or more of the following experience/expertise: healthcare, palliative care, elder care, volunteer management, wish-granting, customer service.
3.5	The appointment for Committee members shall be a term of three years. Reappointment for subsequent terms of three years is permitted.
3.6	In the event that the Chair ceases to be a Member of the Board, the Chair also ceases to be Chair of the Committee. The new Committee Chair will be appointed by the Board.
3.7	In case of disagreement on interpretation of roles, or adherence to mandates adopted by the Committee and the Board, the Committee Chair, in consultation with AWS Board may remove an external member.

3.8	The members of the Committee must be appropriately qualified to discharge their responsibilities. At least one member of the Committee must have relevant clinical background (i.e. doctor/nurse/allied health professional).
3.9	All members have to abide by AWS's Conflict of Interest policy and make annual Conflict of Interest declaration.
4.	Responsibilities of the Committee members
4.1	Be current and informed on all Committee activities and current events
4.2	Attend and actively participate at Committee meetings.
4.3	Foster positive relationships and effective communication with all.
4.4	Energetically debate issues to produce the best quality outcome then support the consensus opinion regardless of personal viewpoint.
4.5	Follow conflict of interest and confidentiality policies.
5.	Meetings
5.1	It is recommended that the Committee should meet at least four times a year. Additional meetings may be convened by the Chair as needed, and any member of the Committee or Management may request for a meeting at any time if they consider it necessary.
5.2	The quorum for a committee meeting is half the committee (if the committee has 4 members and above), and at least 2, if the committee has 3 members.
5.3	The Chair of the meeting shall be the Chair of the Committee or his designate.
5.4	Notice of each meeting confirming the venue, time and date together with an agenda of items to be discussed shall be given to the members of the Committee prior to the meeting in a timely manner.
5.5	The proceedings and resolutions of all Committee meetings, including the names of those present and in attendance, shall be duly minuted. Minutes of Committee meetings shall be circulated to all member of the Committee, Management and the Board.



5.6	After each Committee meeting, the Chairperson shall report the Committee's findings and recommendations to the Board.
5.7	Prior to circulation, the minutes are to be confirmed by the Chair of the Meeting.
6.	Support
6.1	The Committee will be supported by the Executive Director and the secretariat.