

# Museum Host & Care Facilitator Programme Recruitment 2019

## Frequently Asked Questions

### 1. Museum Host Programme

Museum Hosts (MH) are volunteers for the National Museum of Singapore. We are ambassadors of the museum who serve to make the space a more hospitable and friendly environment for all visitors.

#### 1. What do we do?

Our activities and duties help to support museum events and functions to provide visitors with an enriching and unforgettable museum experience such as:

- Meet and Greet: Welcoming visitors, providing directions and recommendations, assisting with visitor enquiries
- Front-desk support (Providing assistance to Visitor Services, such as online redemption of admission tickets)
- Providing support and volunteer services for various Museum programmes and festivals
- Providing support to visitors with additional needs to make the museum space and programmes accessible and inclusive for all.

To support the museum's various initiatives, programmes and ventures, while constantly adapting to meet the different needs of museum visitors.

#### 2. When and where are our activities held?

Our main activities are mainly held during the weekends at the National Museum of Singapore:

##### **Meet and Greet, Front Desk Support [Daily]**

- Weekdays
  - 10.30am – 12.30pm
  - 12pm – 2pm
- Weekends
  - 10.30am – 12.30pm
  - 12.30pm – 2.30pm
  - 2pm – 4pm

**Programme Support [Depends on timing and dates of scheduled events]**

- Examples include Singapore Heritage Fest, Singapore Night Festival and Children's Season
- Open House activities on public holidays
- Special occasions such as the Museum's birthday, special exhibition activities and Museum Host-initiated activities

**Quiet Mornings (Every 1<sup>st</sup> & 3<sup>rd</sup> Thursdays and 1<sup>st</sup> Saturday of the month)**

- 9am-11am

3. What are the requirements to volunteer as an NMS Museum Host?

MHs should have a pleasant and lively personality, and be approachable and eager to speak to visitors. Applicants must be at least 18 years old.

Applicants must also be able to:

- Express themselves clearly in English (We welcome volunteers fluent in second and third languages as well!)
- Commit to a minimum of two years of service
- Attend 4-hour weekend training sessions at NMS for 7 weeks (A minimum attendance of 5 training sessions is required for the training programme and valid reasons must be given for every session missed.)
- Volunteer with us for Meet & Greet and/or Accessibility-related functions at least 12 times a year within your first two years of volunteering
- Volunteer for at least 6 times a year from the third year onwards.

4. When are the training dates?

The training is slated to take place between end March – 23 May 2020. More details will be shared during the interview to confirm your availability.

5. Are non-Singaporeans eligible to be a Museum Host?

Yes, if the above criteria are fulfilled.

## 2. Care Facilitator Programme

Since 2018, the National Museum of Singapore (NMS) has been offering programmes for visitors with additional needs, including seniors, in its commitment to be a more inclusive and accessible museum. In 2020, NMS will be creating a dedicated social space for seniors at the National Museum with accompanying programmes.

We would like to invite you to be part of this meaningful initiative as a Care Facilitator, a new volunteer group focused on the museum's care initiatives.

### 1. What do we do?

In 2020, NMS will be launching a dedicated social space for seniors at the museum with accompanying programmes. NMS would like to invite you to be part of this meaningful initiative as a Care Facilitator, a new volunteer group focused on the museum's care initiatives.

Our activities and duties help to support the museum's care initiatives, and include:

- Facilitating and hosting programmes held in the social space for seniors as well as guided conversational tours for seniors and their care partners on weekdays, particularly on the museum's Quiet Mornings (i.e. 1<sup>st</sup> and 3<sup>rd</sup> Thursdays and 1<sup>st</sup> Saturday of the month) and/ or other days on an ad-hoc basis.
- Provide support for the running of signature programmes for seniors, visitors with dementia and/ or visitors with special needs
- Provide senior visitors and persons with dementia with a meaningful and engaging museum experience.

You will also be invited to share your ideas for and collaborate with the museum to design the social space and signature programme for seniors!

### 2. When and where are our activities held?

Our main activities are usually held on weekdays, particularly during Quiet Mornings (every 1<sup>st</sup> and 3<sup>rd</sup> Thursdays and 1<sup>st</sup> Saturday of the month) as well as some Saturdays at the National Museum of Singapore. These include:

- **Senior-friendly Programme held at the Senior Social Space on weekdays, particularly on every 1<sup>st</sup> and 3<sup>rd</sup> Thursdays of the month, 9am – 12pm and every 1<sup>st</sup> Saturday of the month (9am – 11am)**
- **Conduct Senior-friendly Conversational Tours based on our permanent galleries and/ or special exhibitions**

- **Support Programmes/ Events for Seniors, Persons with Dementia and/ or Persons with Special Needs on an ad-hoc basis** [*Depending on timing and dates of scheduled events*]
  - Public Holidays
  - Special Weekends (e.g. Ethnic Celebration Open Houses, National Day Open House, NMS Open House, Grandparents Day)

### 3. What are the requirements to volunteer as an NMS Caregiver?

Care Facilitators should have a pleasant and caring personality, and be willing to spend time with seniors and/ or persons with additional needs (e.g. dementia), and to engage them in conversations using museum artefacts. Applicants must be at least 16 years old in the year of application (16–18 year olds are required to seek parental consent before applying).

Applicants must also be able to:

- Converse effectively in English AND either Mandarin, Malay, Tamil and/ or dialects (e.g. Hokkien, Teochew, Cantonese, Hakka etc.)
- Volunteer on weekdays, particularly on every 1<sup>st</sup> and 3<sup>rd</sup> Thursdays of the month on Quiet Mornings at NMS, and other weekdays on an ad-hoc basis; it would be advantageous if they can volunteer on some Saturdays as well.
- Commit to a minimum of two year of service
- Attend the following training sessions:
  - **Three** training sessions on i) dementia-awareness (including role-play and hands-on training on interacting with seniors) as well as ii) guiding seniors and their care partners on conversation tours in the galleries and the social space on the following dates: 13, 20 and 27 February 2020
  - **Five 4-hour weekend training sessions** (*A minimum attendance of five training sessions is required for the training programme, and valid reason(s) must be given for every session missed*) **between end March to 23 May 2020.**
- Volunteer at least 2–4 times a month in the first year of service.

### 4. What training will Care Facilitators receive?

Care Facilitators who are able commit to a minimum of two years of service will be provided the following:

- i. Complimentary and dedicated training, including dementia-awareness training
- ii. Facilitation notes for selected artefacts in the galleries
- iii. Walkthrough and practice of the guided experience
- iv. On the day itself: visuals and “props” for your hosting experience
- v. Longer-term: On-going training on various disability awareness and engagement of visitors

5. When are the training dates?

The training is tentatively slated to take place on 13, 20 and 27 February 2020, as well as five weekends between end March to 23 May 2020.

6. Are non-Singaporeans eligible to be Care Facilitators?

Yes, if the above criteria are fulfilled.

**Register**

Please register your interest at <https://go.gov.sg/nmscf2020> by **30 November 2019**.

Individuals who would like to find out more about the role of a Care Facilitator (including the list of privileges) before applying can attend our Information Session on **22 November 2019, 2.30pm** at the National Museum of Singapore. Pre-registration for this Information Session is required. Please email [matilda\\_hong@nhb.gov.sg](mailto:matilda_hong@nhb.gov.sg) to register your interest by **19 November 2019 (Tuesday)**.

What is the difference between Museum Host Meet & Greet and Programme Support and Care Facilitators?

<b>Roles:</b>	<b>Museum Host Meet &amp; Greet and Programme Support</b>	<b>Care Facilitators</b>
<b>Objective</b>	To support museum events and functions to provide visitors with an enriching and unforgettable museum experience.	To create a meaningful and memorable experience for visitors with additional needs, including seniors and their caregivers, at the museum.
<b>Requirement:</b>	Express clearly in English	Effectively bilingual with English <b>AND</b> one either Mandarin, Malay, Tamil and/ or dialects
<b>Training Dates:</b>	End March – 23 May 2020	Tentative dates: 13, 20 and 27 February 2020 <b>AND</b> five weekends between end March to 23 May 2020.

What is the Commitment Level for both Museum Host and/ or Care Facilitator?

<b>Role</b>	<b>Museum Host meet and greet and programme support duties ONLY</b>	<b>Care Facilitator duties ONLY</b>	<b>BOTH Museum Host meet and greet and</b>
<b>Commitment for 1<sup>st</sup> year</b>	12 sessions/year 2hr/session	24 – 48 sessions/year 2hr/session	8 sessions of Meet & Greet/year AND 24 sessions of CF/year
<b>Commitment for 2<sup>nd</sup> year</b>	12 sessions/year 2hr/session	24 – 48 sessions/year 2hr/session	8 sessions of Meet & Greet/year AND 24 sessions of CF/year
<b>Commitment for 3<sup>rd</sup> and subsequent years</b>	4 sessions of Meet & Greet/year AND 10 sessions of CF/year	10 sessions/year 2hr/session	4 sessions of Meet & Greet/year AND 10 sessions of CF/year

## **Application and Assessment**

I'm interested! How do I apply?

Our recruitment period is from 22<sup>nd</sup> October to 31<sup>st</sup> December 2019.

The application form is available for download at

<http://nationalmuseum.sg>

<https://bit.ly/2ZfbvGm>

Please complete the online form or scan the QR Code below to be directed to the webpage:



Please submit your application by 31<sup>st</sup> December 2019, 2359hrs.

How will I be shortlisted and when will I be notified?

Eligible applicants will be shortlisted for an interview. Applicants will be notified of their eligibility and interview details, after the recruitment period has ended. The interview period will be between January to February 2020.

Interviewees will be notified of their results in March 2020 and further training details will be disseminated.

### **For enquiries**

If you have further questions, please contact us through:

NMS Volunteer email

([nhb\\_nm\\_volunteer@nhb.gov.sg](mailto:nhb_nm_volunteer@nhb.gov.sg))