

Volunteering at Woodlands Health

Make a difference with us.

Volunteer with Woodlands Health to create a welcoming and caring environment for our patients and community.



Navigation & Digital Support Buddy

Enhancing patient and visitor experience

Create a welcoming environment for patients and visitors by guiding them around the Woodlands Health (WH) Campus and assisting them with our digital services.



Your role:

- Be the warm and friendly face that welcomes people to WH.
- Help patients and visitors find their way around the hospital.
- Provide wheelchair assistance, if required.
- Assist patients and visitors when using digital services, such as the Patient Services Station.
- Encourage the use of healthcare apps like HealthHub and NHG Cares for appointments, payment and medical certificates.
- Provide support to staff during busy periods.

Requirements:

- Minimum age of 18 years.
- Friendly and enjoy assisting people from all walks of life.
- No prior experience needed, training will be provided.

Commitment:

- 3-hour shifts between 8.30am and 9pm (shifts are available from Monday to Sunday).
- Minimum commitment of once a month.

Emergency Department Guardian

Providing comfort in critical moments

Offer reassurance and practical assistance to patients and their caregivers at the Emergency Department (ED).

Your role:

- Assist patients with timely registration in Priority 3 (P3) area.
- Check in with patients and caregivers and offer comfort measures, such as blankets.
- Provide wheelchair assistance, if required.
- Help patients and caregivers navigate the different areas within ED and provide information to visitors.
- Support patients in the Extended Diagnostic Treatment Unit (EDTU) by chatting with them, responding to their call bells, reporting any hazards, and referring patient concerns to the care team.

Requirements:

- Minimum age of 18 years.
- Compassionate and comfortable working in a busy environment.
- Vaccinations required:
 - Measles, Mumps, and Rubella (MMR)
 - Tetanus, Diphtheria, and Pertussis (Tdap)
 - Varicella (Chicken Pox)

Commitment:

- 3-hour shifts between 8.30am and 9pm (shifts are available from Monday to Sunday).
- Minimum commitment of once a month.

Patient Pal

Being a friendly face and helping hand in our wards

Offer companionship and support to patients in our Post-Acute Rehabilitative Care (PARC) ward, helping to make their hospital stay more welcoming and comfortable.



Your role:

- Engage patients in conversations and simple activities.
- Provide companionship to patients with limited social support.
- Offer respite breaks for caregivers during mealtimes or when they need to rest.
- Support our nursing team as an extra pair of eyes.
- Teach patients to use their Patient Bedside Terminals (PBT) for meal ordering, medical chart viewing, and entertainment.

Requirements:

- Minimum age of 18 years.
- Required vaccinations:
 - Measles, Mumps, and Rubella (MMR)
 - Tetanus, Diphtheria, and Pertussis (Tdap)
 - Varicella (Chicken Pox)
- Caring and attentive to diverse patient needs and preferences.
- Ability to speak mother tongues or dialects would be helpful.

Commitment:

- 3-hour shifts between 11am and 9pm (shifts are available from Monday to Sunday).
- Minimum commitment of once a month.

Bedside Befriender

Companionship for patients with cognitive challenges

Provide companionship and support to patients experiencing delirium or cognitive impairment in our PARC ward.

Your role:

- Accompany patients to help ensure their safety and wellbeing.
- Engage patients through conversations about their lives and interests.
- Engage patients in simple activities to promote their mental well-being.
- Maintain a calm and reassuring presence for them.

Requirements:

- Minimum age of 18 years.
- Required vaccinations:
 - Measles, Mumps, and Rubella (MMR)
 - Tetanus, Diphtheria, and Pertussis (Tdap)
 - Varicella (Chicken Pox)
- Caring and attentive to diverse patient needs and preferences.
- Ability to speak mother tongues or dialects would be helpful.

Commitment:

- 3-hour shifts between 11am and 9pm (shifts are available from Monday to Sunday).
- Minimum commitment of once a month.

Programme Facilitator

Bringing joy and creative fun to our wards through engaging activities

Lead or support different monthly activities that enhance patients' well-being and experience in our PARC ward.

Programmes and roles:

1. Game On!

Once a month on Sundays, 10.30am -11.30am.

- Facilitate or support small group game sessions.
- Encourage patients to participate in games such as bean bag toss or card games.
- Create a friendly, social atmosphere for patients.

2. Sing & Strum

Once a month on Sundays, 2.30pm - 4pm

- Facilitate music-related activities on the wards (e.g. Karaoke).
- Encourage patients to participate and use the music instruments provided.
- Create a soothing, uplifting environment through music.
- Instrumental skills are welcome (e.g. guitar, keyboard, violin).

3. Let's Make Art

Once a month on Sundays, 10.30am - 11.30am

- Facilitate small group sessions using different art and craft materials.
- Create a relaxed space for creative expression.
- Encourage social interaction through art and craft.

4. Hey Good Lookin'

Once a month on Sundays, 9am - 12pm

- Hairstylist:
 - Provide haircuts and basic grooming for male and female patients.
- Volunteer support:
 - Help ensure the activity area is tidy and the hairstylist tools are clean.
 - Bring patients from the different wards to the activity area.
 - Chit-chat with patients while they wait for their turn.

Requirements:

- Minimum age of 18 years.
- Required vaccinations:
 - Measles, Mumps, and Rubella (MMR)
 - Tetanus, Diphtheria, and Pertussis (Tdap)
 - Varicella (Chicken Pox)
- Enjoy planning ward activities and liaising with staff to ensure activities run smoothly.
- Caring and attentive to diverse patient needs and preferences.
- Ability to speak mother tongues or dialects would be helpful.

Commitment:

- Timings as stated above.
- Minimum commitment of once a month.

Therapy Pal

Supporting patients on their rehabilitation journey

Help create an encouraging environment where patients can achieve their recovery goals with confidence and support.

Your role:

- Create a welcoming atmosphere for patients during their weekly group therapy session.
- Motivate patients to participate actively in their rehab journey.
- Help with set up and cleaning of equipment before and after the session.
- Bring patients to and from their therapy session.

Requirements:

- Minimum age of 18 years.
- Required vaccinations:
 - Measles, Mumps, and Rubella (MMR)
 - Tetanus, Diphtheria, and Pertussis (Tdap)
 - Varicella (Chicken Pox)
- No prior experience needed. Training will be provided by our occupation therapists.
- Physical ability to assist with basic equipment handling.

Commitment:

Choose from weekly session:

- Morning session: Thursdays, 9am - 10.30am
- Afternoon session: Thursdays, 2pm - 3.30pm

Health Educator

Empowering our community with health education and information

Make health information accessible and promote healthy habits among patients, caregivers, and the community.

Your role:

- Facilitate engaging health education sessions on topics such as better sleep, healthy living practices, and advance care planning.
- Support hospital initiatives aimed at improving community health and wellbeing in outpatient and inpatient settings.
- Help review health education materials and information.

Requirements:

- Minimum age of 18 years.
- Required vaccinations (for inpatient settings only):
 - Measles, Mumps, and Rubella (MMR)
 - Tetanus, Diphtheria, and Pertussis (Tdap)
 - Varicella (Chicken Pox)
- Good communication and interpersonal skills.
- Enjoy engaging with people from all walks of life.
- Interested in learning about different health topics.

Commitment:

- Ad-hoc, based on session schedule.

Administration Support Volunteer

Behind-the-scenes support for volunteer programmes

Assist with administrative tasks to help our volunteer programmes run smoothly and ensure that our volunteers are well-supported to carry out their roles.



Your role:

- Help with roster management and deployment on weekdays or weekends
- Help manage day-to-day operations of the Volunteer Hub
- Respond to volunteer enquiries via our WhatsApp group chat
- Help build a strong and engaged volunteer community

Requirements:

- Minimum age of 18 years.
- Required vaccinations:
 - Measles, Mumps, and Rubella (MMR)
 - Tetanus, Diphtheria, and Pertussis (Tdap)
 - Varicella (Chicken Pox)
- Good communication and time management
- Access to good internet connection for remote volunteering

Commitment:

- Minimum commitment of once a week.
- You may choose to work from home or at our Volunteer Hub.

Knitted Knockers @ NHG Health

Supporting women with breast cancer

Make a difference for women with breast cancer by crafting soft, comfortable prostheses. Your handmade pieces offer comfort and help restore confidence after mastectomy (breast removal).



Your role:

- Create soft, lightweight knitted prostheses using approved patterns and materials.
- Ensure each piece meets quality and comfort standards.
- Join a supportive community of crafters under NHG Health who share their knowledge and experiences with each other.

Requirements:

- Minimum age of 18 years.
- Basic knitting skills preferred but not compulsory. Training will be provided.

Commitment:

- Ad-hoc, likely once in 3 months.

Training and Development

Personal growth and development:

- Opportunities for professional and personal growth through training and workshops.
- Sense of fulfillment in supporting others.
- Develop communication and leadership skills.
- Better understanding of Singapore's healthcare environment.
- Practical experience working with healthcare professionals.

Community and support:

- Regular volunteer engagement activities.
- Ongoing support from our volunteer management team.
- Opportunity to make meaningful connections with like-minded individuals.

Flexible commitment:

- Various roles to match your interests and skills.
- Flexible scheduling.
- Options for both on-site and remote volunteering.
- Opportunity to try different volunteer roles.

Benefits and recognition:

- Annual appreciation event.
- Volunteer get-togethers.
- Discounts at retail and food outlets at Woodlands Health.
- Provide references for academic or professional applications (subject to minimum service period).
- Provide letters outlining volunteer service hours record.

Training Roadmap

Our objective is to develop and support our volunteers' personal and professional growth

Learning your roles

Role-specific training:

- PSS training
- Ward tour
- EDTU walkabout
- Occupational therapy training & more!

Growing with us

- Discover Service 101
- Verbal De-escalation & Communication
- Engagement sessions
- Support from staff & other volunteers

Getting started

- Orientation
- Volunteer handbook
- Buddy system
- Onsite staff briefing

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Volunteers can cross-train in different roles over time!

Join us as a volunteer today!

Register your interest



<https://for.sg/wh-volunteer-eoi>

Contact us:



wh.com.sg/volunteer



volunteer@wh.com.sg



Woodlands Health Campus

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