

MEDIA RELEASE
16 December 2024

FLEXIBLE WORK ARRANGEMENTS IN COMMUNITY CARE: INCREASING POOL OF LOCAL CARE STAFF

1. In a bid to attract more locals to work in the community care sector and align with the national push towards offering flexible work arrangements (FWA), Ren Ci Hospital has implemented a programme that allows Junior Community Care Associates (JCCA) to join on a FWA basis at Ren Ci nursing homes. This will enable Singaporeans to work while balancing other commitments, such as caregiving for young children and aged parents, or the pursuit of higher education. This is a first in community care and Ren Ci aims to increase the pool of local CCAs with this scheme and also extend the FWA to other care staff in the organisation.
2. Under this scheme, JCCAs are contracted to work for a minimum of three shifts a week, for a minimum of four hours each shift. There are also staggered start times to suit their work and personal commitments. Employees under this scheme can choose to start at 7am, 8am, 9pm or 3pm, with a corresponding staggered end time. This is in comparison to standard work arrangements with a 42-hour roster per week.
3. The job scope for JCCAs includes assisting in basic exercise sessions and activities, meal preparation, taking vital signs and conducting regular checks on residents' well-being and safety. Experienced JCCAs will also be entrusted with escorting medically stable residents on their medical appointments.
5. One participant of this pilot programme is Ms Florence Leong Lai Sim (65). As one of the first candidates onboarded to this programme on 15 Jan 2024, she is currently juggling her work as a JCCA with her volunteering commitments. Her passion for the elderly shines through outside of her work with Ren Ci as she regularly volunteers with her friends at rented HDB void decks, befriending the elderly there. She also does food distribution, and helps non-ambulant seniors buy groceries. "I treat all the elderly the way I have interacted with my parents. I want to achieve something that is meaningful in life and to be happy," she shared when asked about her motivation.
6. In addition to newly hired staff, current care staff have also benefitted from the implementation of FWA. Mr Ernest Tan (61), CCA, has been with Ren Ci since August 2022 after making a career switch due to his desire to give back to the community and passion for eldercare. Due to family commitments, his schedule was adjusted to better support his needs. "Having this flexibility has enabled me to strike a balance between work and personal life, and helps me perform at work," he shared.
7. Ren Ci has employed 40 JCCAs under this FWA scheme, with 11 currently sited at both Ren Ci @ Ang Mo Kio and Ren Ci @ Bukit Batok St. 52 nursing homes.

8. The FWA scheme rolled out by Ren Ci is a win-win for all. In a sector which is experiencing a manpower shortage, Ren Ci has managed to tap onto a new potential employment resource to fill its manpower needs. To our local Singaporeans, it also provides a flexible way for many retirees, homemakers, those seeking a career change or those still studying to now have the opportunity to work in the Community Care sector. All these would not have happened if Ren Ci had continued with the rigid roster schedule.

9. “At Ren Ci, we believe that supporting our employees’ diverse needs through flexible work arrangements enhances both their well-being and the quality of care we provide to our beneficiaries. This initiative allows us to attract and hire individuals who would like to contribute meaningfully to the community while balancing their personal responsibilities,” said Ms Nuryasmin Hannah, Director, Human Resource and Manpower Development. “Manpower is our organisation’s greatest asset. We are committed to creating an environment where our staff can thrive both professionally and personally. We are slowly extending this FWA to more care staff in different professional groups.”

10. Ms K Thanaletchimi, President, Healthcare Services Employees’ Union highlighted the importance of FWA in today’s employment landscape. “We are glad that Ren Ci is taking the important step of offering FWA to their workers, so that they can better balance their work and other commitments. As our population ages, the demand for community care services will increase. At the same time, we must continue to support the needs and well-being of our community care workers through initiatives such as FWA, so that they can enjoy a long and fulfilling career in the sector. By adopting these FWA guidelines, community care organisations would also be able to attract more Singaporeans into the sector, where there is higher job demand.”

11. With Ren Ci having already implemented FWA for corporate administrative staff, extending FWA to direct care staff to better support them is the next logical step. By extending flexible work arrangements to direct care staff, Ren Ci aims to support their diverse responsibilities while enabling them to continue providing compassionate and quality care.

Representatives from Ren Ci Hospital are available for interview.

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About Ren Ci Hospital

Established since 1994, Ren Ci Hospital is one of the few charity healthcare institutions in Singapore to provide high quality and affordable medical, nursing and rehabilitative care services for the community, based on the principles of loving kindness and compassion. Ren Ci plays an integral role in supporting the healthcare needs of the elderly through adopting a holistic way of delivering person-centred care.

Today Ren Ci Hospital runs a community hospital, a chronic sick unit, three nursing homes, four Senior Care Centres and one Active Ageing Centre (Care). These facilities are spread throughout Singapore, at Ang Mo Kio, Bukit Batok, Novena and Woodlands.

Besides giving hope to the frail elderly by helping overcome their disabilities and teaching their families to care for them at home, Ren Ci also partners various community groups and social enterprises to give dignity back to the elderly.