



Assistant Manager, Volunteer Engagement (Ref: MCW/09092021/VE_AM)

CHANGE YOUR FUTURE AND THE FUTURE FOR CHILDREN IN HONG KONG. JOIN OUR TEAM.

Our staff are creative, collaborative, and willing to do whatever it takes to get the job done. They embody our core values and believe in our vision and mission. If you enjoy a work environment that is challenging, rewarding and making an impact, we invite you to consider a career with Mother's Choice.

Position Description

Mother's Choice wants to accelerate our agency's impact by engaging volunteers to assist in delivering our mission. The Assistant Manager is a position managing the daily operations of the Volunteer Engagement Department, including recruitment, onboarding, engagement and appreciation to create an impact on the efficiency and capability of both the team and Mother's Choice.

Mother's Choice believes and supports the vision that every child is in a loving family and acts as an advocate for those who do not have a voice. The individual must set a high standard and act as an example for staff, volunteers and the community.

Key Responsibilities

- Develop and implement recruitment strategies to provide sufficient volunteer supports across the organization in times of need.
- Oversee the operations including the process to recruit, onboard, engage, appreciate, off-board a volunteer as well as data visualization.
- Provide accurate and timely volunteer data for reporting using Salesforce.
- Continue to look into the best practices of recruiting, onboarding, engaging and retaining volunteers.
- Undertake and lead projects to enhance the efficiencies in the operations.
- Develop, implement and organize the volunteer appreciation programs and events, expand and enhance where appropriate and ensure successful implementation.
- Work closely with services and departments to periodically assess needs for volunteers, review volunteer roles, and ensure volunteers have a positive experience.
- Develop and maintain process to review applications, check references if required, interview potential individual volunteers, assess skills of volunteers and match with appropriate roles.
- Collaborate with services to develop and manage the orientation and training process.
- Work closely with Impact Measurement to develop and administer the Annual Volunteer Survey and feedback questionnaires.
- Collaborate with the team to onboard volunteers across all segments.
- Maintain ongoing communications with volunteers.
- Present to selected groups of audience as when required.
- Update Handbook, Procedures and Guidelines as when required.
- Other duties as may be assigned.

Requirements

- A Bachelor's Degree is required
- A minimum of 8 years working in multi-national corporations, prior supervisory experience preferred
- 2-3 years of prior volunteer management/coordination is preferred
- Demonstrated the ability to oversee the operations of a department
- Experienced in leading, planning and implementing projects and events
- Exceptional interpersonal skills, a collaborative working style and the ability to communicate effectively at all levels
- Strong customer service attitude with experience dealing with people with diverse personalities and backgrounds
- Attention to detail and strong organizational skills
- Ability to work successfully in collaborative team environments
- Self-motivated to meet assigned goals and deadlines
- Excellence in written and spoken English and Chinese



- Proficiency using internet, Microsoft in Outlook, Word, Excel and Power Point
- Experienced in using Salesforce would be an advantage
- A high degree of integrity and transparency
- Must be aligned to the culture, values and the vision of Mothers Choice
- Must share the commitment of Mother's Choice in upholding the safety and protection of children as paramount.

To Apply

Interested candidates should send a cover letter, full resume quoting the job reference number (Ref: MCW/09092021/VE_AM) and expected salary to Assistant Director, Human Resources, Mother's Choice Limited, 10 Borrett Road, Mid-Levels, Hong Kong; email hr@motherschoice.org; fax 2525 7445

Personal data collected will be used for recruitment purposes only. Applicants who do not hear from us within two months may consider their application unsuccessful. Mother's Choice is committed to diversity and inclusion and is an equal opportunity employer.

About Mother's Choice

Mother's Choice is a local charity serving the many children without families and pregnant teenagers in Hong Kong. We join hands with our community to give hope and change the life stories of vulnerable girls and babies. Our vision is to see every child in a loving family.