



Assistant Manager, Case Management (Ref: MCW/220708/AM_PGS)

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

The mission of Pregnant Girls Services is to provide "A safe place where pregnant girls in crisis are embraced, equipped and empowered for a hopeful future". We are looking for an Assistant Manager (AM), to supervise all casework including crisis management to ensure quality assurance for our team of social workers and caseworkers. The AM will work closely with the management to implement and monitor consistent, systematic, and sustainable case interventions to excellent standard. He/she will oversee individual client case management, implement and monitor escalation protocols and seek improvements through supervision, training, reviews and other cross service initiatives to achieve the departmental mission and vision.

Key Responsibilities

1. Case work, Program work and Collaboration

- Lead, coach and supervise a team of social workers/caseworkers to perform quality case management
- Liaise with internal and external parties to represent and share the department's services.
- Support and develop collaborative partnerships and opportunities with external parties (professional groups, government departments, NGOs, etc).
- Oversee casework and support services to pregnant girls and their family members in crisis through a range of services and program activities focused on information, education, empowerment and support.
- Implement and monitor crisis management protocols and escalation procedures.
- Work closely with Youth Services Program staff to identify program needs for pregnant teens and their family members.
- Ensure the capture of all casework data on our electronic case management system and work closely with the supporting departments (IT and Impact Measurement) to ensure efficient capture of the department's outputs and KPIs.

2. Operations

- Lead, coach and supervise staff to provide quality services.
- Ensure usual service provision and daily operations are maintained.
- Ensure administration and monitoring of service provision, ensuring adherence with agency policy and procedures.
- Assist Manager in completing, monitoring and reporting of funding applications.
- Assist Manager to plan and administer annual planning, forecast and budget.
- Oversee departmental financial performance against budget.
- Contribute in reporting to leadership and preparation of information for external parties.
- Assist Manager in recruitment of staff.

3. Impact Measurement

- Assist Manager in developing and reviewing impact measurement for services.
- Assist Manager to reviews and develops impact measurement against operations and performance.
- Represent services in discussions and meetings in relation to KPIs and impact measurement.



4. Service Development and Strategic Planning
 - Work with team to improve quality of services in response to service growth and feedback.
 - Assist Manager in long-term planning for service development.
5. Perform any other duties as identified by the line manager.

Requirements

Required:

- Bachelor's Degree in Social Work / Counseling / Family Therapy awarded by recognized universities.
- 7+ years of frontline experiences in working with youth or family services; with strong case management knowledge including assessment and clinical skills.
- Minimum of 3 years' experience as a supervisor of clinical work.
- Registered Social Worker an advantage.
- Demonstrated experience working with child protective services, juvenile justice and/or supervising work with sexually exploited and high-risk youth.
- Experience engaging, communicating and managing relationships with a diversity of stakeholders including clients and colleagues.
- Proficiency in assessment skills and a strong communicator, both written and verbal and be able to produce high standard of report writing.
- Proven ability to work as a member of a team, fostering the confidence and co-operation of others within the values of the organization, and a demonstrated commitment to ongoing professional development.
- Must share the commitment of Mother's Choice in upholding the safety and protection of children as paramount.

Preferred:

- Experienced in providing parent support and family therapy to adolescents and their families, particularly those involved in the juvenile justice system, foster care, group home or residential treatment settings.
- Clinical training and experience with trauma informed treatment models and interventions for children and families with complex trauma and attachment difficulties.

Competencies (Skills, Abilities, Knowledge):

- Knowledge of child and adolescent development, trauma, chemical dependency, mental health, domestic violence and sexually exploited minors.
- Highly skilled at supervising individual and family therapy and engaging caregivers in case planning and follow-up.
- Demonstrated knowledge and experience with child welfare systems and services.
- Collaboration and team functioning - able to work independently and collaboratively as part of a multidisciplinary team, able to proactively collaborate with other supervisors and team heads to ensure the best possible training for supervisees and service delivery for clients
- Efficiency and time management.
- Excellent interpersonal, communication and writing skills



To Apply

Interested candidates should send a cover letter, full resume quoting the job reference number (Ref: MCW/220708/AM_PGS) 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.