



**Program Officer, Safe Families (2-year Contract)**  
**(Ref: MCW/221215/PO\_SF)**

**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**

Safe Families is a successful model that runs in 150 locations across three countries, and has been evaluated over 20 years to show positive outcomes for children. It has strong potential to well serve vulnerable families in Hong Kong. Safe Families is currently supporting families from our Pregnant Girls Services. The Safe Families model places 3 volunteers around one mother and her baby, who build a relationship with her, are a listening ear, provide occasional babysitting for her baby for a few hours a week, and support her in her goals.

This Program Officer role will be part of a thriving, innovative team, dedicated to empowering and mobilizing churches, community groups and volunteers to make a real difference in strengthening families in their communities. This role works closely and collaboratively with the whole Safe Families team, including the Case workers, Assistant Manager, and Assistant Director; they will also work with colleagues across other Mother's Choice teams to further develop the Safe Families program, this include Children Services, Youth Services, and other supporting services. Externally, the role will also directly interact with volunteers in the community, families we serve, and community group leaders.

**Key Responsibilities**

1. Volunteer Recruitment and Support
  - Recruiting, training and supporting volunteers who provide support to referred families.
  - Ensuring that all volunteer information is accurately entered onto the Safe Families database and that key information is kept up to date.
  - Identifying ongoing training needs and implementing ongoing training and intervention programs which includes in-person workshops and online learning courses to ensure that volunteers feel encouraged, equipped, and empowered to support families or individuals as appropriate.
2. Engagement of Community Groups and Partners
  - Building and maintaining strong relationships with churches and community groups to help establish Safe Families as a transformational tool they can use to serve their communities.
  - Introducing community groups and partners to the work of Safe Families how a partnership may fit within their vision and mission to serve the community.
  - Delivering compelling presentations about the work of Safe Families; this includes faith community events or targeted recruitment info sessions.
3. Program Support and Development
  - Monitor and respond to post, phone and e-mail enquiries and other communications.
  - Support and implement Safe Families programs activities, including planning, budgeting, organizing, implementing and reporting.
  - Coordinate with other departments such as Children Services, Youth Services, and other supporting services to design and implement program initiatives and operation. Liaise with external parties as necessary.
  - Evaluate the outcomes of Safe Families program, identify successes and improvements, and make program adjustments accordingly.
  - Partner with Volunteer Engagement Team to streamline volunteer recruitment process for service and operation support.
  - Participate in selection, and train, assign, organize, and act as lead for volunteers and provide timely performance feedback to supervisor.
  - Contributing to materials needed for funding applications, reporting, promotion of project.



- In line with team culture, supporting colleagues by completing additional or crossover tasks within your skill set agreed in discussion with your supervisor.
4. Data Management and Administration
- To monitor and support the development of electronic case management systems with clear workflow and procedures.
  - To ensure that duties are undertaken in compliance with all relevant policies, regulations and legislation.
  - Supporting the Assistant Manager with data collection, prepare monthly/quarterly statistical report & analysis and develop impact measurement tools.
  - Managing the filing and storage of paper/electronic documents and communications.
  - Coordinate meetings, prepare meeting materials and minutes.

#### Requirements

- Degree in relevant social science discipline.
- 2+ years of experience preferably with exposure to NGOs, public or social service settings. Candidates with less experience may be considered for Assistant Program Officer.
- Passionate in child and family welfare.
- Knowledge in program design, monitoring and evaluation requirements, and understanding of social science research methods.
- Familiar with MS Office (e.g. Word, Excel and PowerPoint) and Chinese word processing and willing to learn to use new technology.
- Strong interpersonal and communication skills, especially in working with different stakeholders, verbal and written.
- Good proficiency in Cantonese and English written and spoken.
- Knowledge in Customer Relationship Management software (e.g. Salesforce), graphic design, multimedia and social media preferred.
- Proactive, mature, highly resilient and able to work under pressure.
- Able to work independently as well as with a team in a multi-cultural environment.
- 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/221215/PO\_SF) and expected salary to Assistant Director, Human Resources, Mother's Choice Limited, 10 Borrett Road, Mid-Levels, Hong Kong; email [hr@motherschoice.org](mailto: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.