



**Administrative Assistant, Adoption Services (6 - 12 Months Contract)**  
**(Ref: MCW/230310/AA\_AS)**

**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.

**Key Responsibilities**

1. Impact measurement and statistical duties
  - Support monitoring and regular collection of service data and KPIs for SWD and internal requirements
  - Support Manager in developing impact measurement, tracking and evaluation of the service
  - Support the development of new systems (e.g. Salesforce and eCase Management) to manage case and client information and meet the needs of the service in collaboration with IT and Impact Measurement colleagues
2. Volunteer coordination duties
  - Coordinate the volunteer support provided to the team with effective understanding of the service needs managed against the assistance provided by volunteers
  - Ensure volunteers are appropriately briefed, oriented to the service and supported in their roles
  - Manage the volunteer rota for clerical, program, translation support and quality of work
  - Work closely with Volunteer Engagement on protocol and requirements, including volunteer hours documentation
  - Support development of new systems to manage volunteer in collaboration with IT and VE
  - Support development of new processes and procedures to improve volunteer support of adoption services
3. Adoption service supportive duties
  - Handle incoming calls, general enquires and information collection for referring case-specific inquiries or about complaints
  - Maintain and update filing system for Adoption Services. Retrieve information from files when needed
  - Support administrative processing of cases such as sending out documents to clients
  - Manage on-time delivery of time- and confidentiality-sensitive documents to Adoption Unit of Social Welfare Department and other external partners
4. Program assistance duties
  - Perform participant recruitment, prepare / assist in preparing promotion materials for educational/training programs and execute enrolment procedure
  - Assist in planning and organizing adoption educational/training programs and carry out their logistics
5. Perform office administration duties
  - Maintains and updates stock inventory and loan records of the adoption service library
  - Coordinate monthly team meeting, matching panel briefing sessions, and departmental staff functions and prepare meeting materials and minutes
  - Coordinate with office administrators in Kwun Tong Office (KTO) and administrative staff of other departments for day-to-day office maintenance and provision of facilities in Adoption Service Department, also liaison with external parties may be required when necessary
  - Support petty cash, office orientation of new staff and other clerical duties
  - Provide administrative support to other Kwun Tong Office teams where required



- Perform other related duties as required

### Requirements

- University graduate with minimum 2 years of office management experience
- Well organized, multi-tasking and sensible numerical skills, together with an ability to build amicable interpersonal relationship and communication
- Proactive, mature and enjoys working in a fast-paced environment
- Proficiency in Excel, Access, Word and Chinese word processing
- Good written and verbal English and Chinese
- 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/230310/AA\_AS) 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.