



## Assistant Officer (Ref: MCW/20230330/AOYS)

**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 Youth Services team of Mother's Choice is committed to embracing, equipping, and empowering vulnerable youth and pregnant girls to transform their lives for a hopeful future. Each year, thousands of teenage girls face crisis pregnancy with no support, and thousands of children are in need of a family for a number of reasons including neglect, abuse, abandonment, or family breakdown. We are here to help the most vulnerable in our community by providing high-quality services for children, youth and families, and actively providing ways to prevent the problem. Our goal is to "break the cycle" so that every child can be with a safe, loving and permanent family.

We are looking for an Assistant Operation Officer for supporting crisis hotline operation, supporting administration and data collection of Youth Services (YS) and Pregnant Girls Services (PGS), and enabling the frontline staff to serve the youth community, especially those at-risk of or facing crisis pregnancy, more efficiently and effectively. The ideal candidate should have a deep commitment to Mother's Choice vision of every child in a loving family, a genuine interest in serving the youth community and strong organization skills.

### Key Responsibilities

#### 1. Pregnant Girls Services Crisis Hotline Operation Support

- Support the initial connection program by responding to enquiries through hotline, WhatsApp and email to provide guidance and support to youth facing crisis pregnancies
- Monitor and ensure the accuracy of data entry for initial connection program on E-Case Management (ECM) system, regularly monitoring the data with process and procedures to ensure its integrity and completeness.
- Assist the Senior Program Officer to monitor trends in hotline operation, proactively suggesting improvements to increase its effectiveness.
- Assist to update and formulate clear workflow, policy, procedures and/or manual for hotline operation and new initiatives when necessary, ensuring the team is aware of and adheres to all policies.

#### 2. Data Management and Impact Measurement

- Support the casework and program team with data collection via ECM system
- Prepare monthly/quarterly impact measurement report and analysis
- Manage the filing, storage and retrieval of paper/electronic documents
- Support the development of impact measurement tools
- Work with staff to establish, and then periodically review, clearly defined and measurable outcomes for services including PGS Hotline, case management, YS programs, Children and Family to ensure accurate and timely data collection and report automation from the ECMS.



### 3. General Administrative and Operation Duties

- Coordinate monthly team meetings and departmental staff functions, prepare meeting materials and minutes
- Coordinate volunteer administrative support provided to the team in collaboration with the Volunteer Engagement team
- Manage the reception of Youth Services (including greeting clients and visitors, monitoring enquiries from different channels, triaging mails and deliveries)
- Maintain the budget and finance system of Youth Services by administering petty cash, managing spending log, processing invoices and receipts and monitoring spending against budgets
- Maintain and monitor key inventory system and record storage
- Manage filing and storage of paper/electronic documents and communications
- Manage leave records
- Work in collaboration with different departments on the day-to-day operation as and when necessary (i.e. assets management, in-kind donations and facility management and maintenance) to support smooth coordination of projects and initiatives involving Youth Services
- Conduct regular reviews of operational processes to enhance efficiencies and make recommendations for process improvements.
- Develop and implement standard operating procedures (SOPs) to ensure consistency and best practices.
- Perform any other duties as required

### Requirements

- University graduate with 1-year related working experience
- Open-minded, willing to learn, non-judgmental to individuals in crisis
- Good communication and organization skills with multitasking ability
- Proficient in verbal and written Chinese and English
- Proficient in Microsoft Office: Outlook, Word, Excel, PowerPoint
- Experience working with databases or data managing system is an advantage
- Must share the commitment of Mother's Choice in upholding the safety and protection of children as paramount

### To Apply

Interested candidates please send a full resume , expected salary, and available date to Assistant Director, Human Resources, Mother's Choice Limited, 10 Borrett Road, Mid-Levels, Hong Kong; or email to [hr@motherschoice.org](mailto:hr@motherschoice.org)

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.