



## Manager, Adoption Services (Ref: MCW/230914/ASM)

**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 Manager of Adoption Services must be passionate about the values of Mother's Choice and believe in the vision of every child in a safe, loving and permanent family. This role leads best practices and their team in line with Mother's Choice's core values and strategic plan, through working closely and collaboratively with the Assistant Director, Family Services, and senior leadership.

The Manager oversees the running of Adoption Services, ensuring the service is effectively achieving its mission to ensure that every waiting child in a loving, stable, and permanent family as quickly as possible, and to see children thrive during their lifelong adoption journey, through local adoption services casework, intercountry adoption casework, and post adoption support services.

Hong Kong has limited adoption understanding, and post adoption support services. The Manager must have an understanding of the range of adoption related needs in Hong Kong to continue to develop post adoption services within Mother's Choice, and improve the quality of adoption services and support, and awareness in Hong Kong. The Manager will must work collaboratively within Mother's Choice for the handling of cases and policies; and external parties such as the Social Welfare Department, other Accredited Bodies, overseas partners, and other professionals to support improvement of adoption practices in Hong Kong.

### Key Responsibilities

#### Local and Intercountry Adoption

- Oversee the running and provision of case work through Local and Intercountry Adoption services within the framework of the Social Welfare Department's accreditation requirements, in line with Mother's Choice's policies and procedures, and to a quality standard to well serve children and families;
- Ensure procedures, training content, and materials remain relevant and updated to the current needs of Hong Kong's waiting children;
- Support and supervise social workers' case work, support case work where necessary;
- Ensure escalation of cases where necessary;
- Maintain and manage partnerships with overseas partners, peer agencies, and Social Welfare Department colleagues;

#### Post adoption services

- Oversee the provision of post adoption programs through maintaining, reviewing, and developing of workshops and programs to meet the needs of adoptive families and adoptees in Hong Kong;
- Oversee the provision of support for post adoption needs including root tracing, and one to one support;
- Plan and manage the long term development and growth of post adoption services, including engagement of adoptee/adoptive family volunteers, and integration of relevant approaches in program content;
- Support education and awareness raising projects within the community;



#### Administration and Operations

- Ensure Adoption Services operates within relevant policies and procedures of Mother's Choice and Adoption Services;
- Contribute to and develop updates of policies and procedures where relevant;
- Ensure appropriate leading, coaching, supervision and training of Adoption Services team staff;
- Oversee recruitment of staff;
- Oversee and ensure compliance with the annual accreditation requirements including the Self-Assessment submission and On-site visit from the Social Welfare Department;
- Handle the Adoption Accreditation of the organization;
- Prepare, manage and administer the annual planning, forecast and budget for the team;
- Support Assistant Director in completing, monitoring and reporting for funding needs;
- Oversee and administer the impact measurement and data reporting requirements, review data against operations and performance;
- Handle and respond to related complaints;
- Provide updates on the administration of services, adoption needs, and plans at the half-yearly Adoption Committee Meeting. Ensuring that minutes are appropriately filed within Mother's Choice.

#### Service and Further Development

- Identify areas for development and improvement in internal processes, and within adoption practices in Hong Kong, and work with the Assistant Director, Family Services on strategies to address these areas, including development of online resources for local adoptive families;
  - Support the implementation and further developments to the Electronic Case Management for intercountry adoption, and local adoption;
  - Support the development of other online systems as required, such as the adoption contact database;
  - Contribute to the development of adoption knowledge within other departments;
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- Participate and lead the Adoption Services team engagement in other Mother's Choice events and activities;
  - Perform other duties as required.

#### **Requirements**

- Bachelor's Degree or above in Social Work
- Registered social worker
- 7 years' experience (including 2 years' management experience) in child and family related discipline
- Good leadership skills with people and project management
- Strong interpersonal and communication skills, especially in handling conflict and work with different stakeholders.
- High proficiency in English and Chinese ability
- Strong critical thinking to analyze needs of service, staff and agency, capacity, and big picture strategy
- Strong knowledge in service area and good knowledge of interconnected services and issues clients of Mother's Choice face including Child Development and Child Protection. Able to identify risk to service users and staff.
- 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.

