



**Program Officer II, Youth Services (Program)**  
(Ref: MCW/20240402/POII\_YSP)

**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 (YS) 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're 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 a Program Officer II, Youth Services (Program) who plays a key role in supporting crisis hotline operation, and planning and delivering volunteer program to embrace and empower youth facing crisis pregnancy to make informed decisions about their future. S/he also works with internal departments over initiatives to improve program impact measurement.

### Key Responsibilities

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

- Support the initial connection program for youth facing crisis pregnancy by responding to enquiries through hotline, WhatsApp and email
- Support Senior Program Officer to plan, implement and develop materials for PGS operation assistant volunteer program in collaboration with the Volunteer Engagement Team
- Liaise with operation assistant volunteers and coordinate their support for crisis hotline operation
- Maintain accurate records of initial connection and volunteer development

#### 2. Pregnant Girls Crisis Hotline Outreach

- Collect qualitative data and feedback from alumni and/or pregnant youth on hotline operation and outreach campaign by regularly liaising with them and conducting focus group
- Assist Senior Program Officer to grasp trends and interests of young people to inform hotline operation and outreach campaign
- Provide information, context and content to implement social media campaign effectively

#### 3. Youth Services Initiatives

- The PO will be responsible for the list of primary duties and tasks above. They must ensure that time and efforts are sufficiently directed towards fulfilling these responsibilities in a timely and effective manner.
- The PO will also have the opportunity to gain exposure in different areas in Mother's Choice. This exposure aims to enhance the PO's professional development and broaden the skills and knowledge in different areas in order to best serve youth clients
- The PO could dedicate 20% of their time and effort to these activities. When making decision on what to focus on, the PO should prioritize the primary responsibilities and should communicate regularly with Senior Program Officer to ensure that the work aligns with the goals and priorities of the organization



- Exposure in different areas include but not limited to:
  - Support the content development of sexuality education e-Learning
  - Support program team of Youth Services to facilitate targeted youth programs and to implement community development and peer support programs for alumni, i.e. youth after facing crisis pregnancy
- Undertake other duties as assigned.

## Requirements

- Preferably with University degree or above
- 2 years or more field experience in program planning and implementation; ideally with a focus on youth, sexual health, public health, community work and other related disciplines
- Preference will be given to candidates who have experience in facilitating school-based workshops/small group/counselling with youth, or in working with youth with special needs
- Self-aware individual with creativity, integrity and non-judgmental attitude in discussing sensitive topics with youth
- Commitment to helping youth make informed decisions while adhering to the values of Health, Safety and Access to Information
- Good written and spoken Chinese and English skills; ability to communicate effectively in Cantonese is a must
- Flexible and can work during occasional evenings and weekends and in different service programs locations as the project demands
- 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.