



Assistant Manager, Safe Families (Ref: MCW/240614/AM_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

The Assistant Manager of Safe Families plays a crucial role in implementing the organization's strategic plan and maintaining high-quality services for clients. The Assistant Manager oversees various aspects of program management, training curriculum development, community engagement, quality assurance, and impact measurement.

Strong project management skills and a process-driven mindset are essential for this role. The Assistant Manager collaborates closely with various teams, ensuring strict adherence to child protection policies and driving operational efficiency. They will actively contribute to the development of comprehensive training programs, foster relationships with community partners, and analyze data to measure the organization's impact. This position is instrumental in upholding the organization's vision and values while promoting excellence in service delivery.

Key Responsibilities

1. Program Management

- Implement the Safe Families business plan. Assist Manager to plan and administer annual planning, forecast and budget.
- Collaborate closely with members from Safe Families, Pregnant Girls Services and Children Services Case Management team to ensure smooth workflow for families and volunteers.
- Streamline and ensure quality volunteer vetting and support process throughout the volunteer experience within Mother's Choice.
- Ensure child protection policies are embedded into all aspects of program management.
- Maintain relationship with Safe Families for Children (SFFC) in the US. and ensure compliance to SFFC License Agreement, including audit, reporting, extending the agreement and seeking approval for activities where required.
- Collaborate with Safe Families locations in the US, UK, and Canada on global projects, including vision, volunteer, and supporter events.

2. Training Curriculum Development

- Oversee the development and implementation of a comprehensive training across Safe Families and Foster Family Program, ensuring it meets the needs of service growth and feedback.
- Lead the team to design, implement, and refine the curriculum, ensuring it aligns with the goals and objectives of Mother's Choice Services.
- Leverage technology and training to enhance efficiency, facilitate growth, and enable data-informed planning of services.

3. Engagement of Community Groups and Partners

- Implement recruitment strategy, building relationships with community partners, including churches, schools and community groups, to mobilize potential volunteers in collaboration with Community Services team.
- Deliver talks and be involved in public speaking and engagement activities to share about Safe Families and Foster Care in the community.
- Identify key partners and individuals who can take up different roles within the model.
- Address concerns and challenges of the community to join the project.



4. Quality Assurance and Data Analysis:

- Design and implement continuous quality improvements within programs, ensuring service quality, consistency, relevance and scalability.
- Monitor and evaluate the policy and procedures within programs, enhancing the processes as required, to facilitate efficient operations in line with agency standards, policies and procedures.
- Collaborate with the IT & Impact Measurement team to develop and review impact measurements for services, ensuring efficient and systematic data collection and analysis.

5. Other project related tasks as need arises.

Requirements

- Registered Social Worker with Degree in Social Work is preferred.
- 7 years of experience in child, youth, or family related disciplines, with at least two years in a similar program management capacity.
- Strong knowledge and understanding of vulnerabilities in clients, child protection issues and risks, confidentiality.
- Good proficiency in English and Chinese written and spoken.
- Good leadership skills in people and project management.
- Strong interpersonal and communication skills, including public speaking, training, and workshop facilitation, especially in working with different stakeholders, verbal and written.
- Strong critical thinking to analyze needs of service, staff and agency, capacity, and strategy.
- Able to conceptualize, appraise, and make recommendations.
- Able to collaborate well within and across different teams, able to negotiate solutions and maintain agreed boundaries or directions.
- Proficiency in computer skills, use of Word and Excel, and Salesforce.
- 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 and expected salary to Assistant Director, Human Resources, Mother's Choice Limited, 10 Borrett Road, Mid-Levels, Hong Kong; email 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.