

Protection Claimant Services Co-ordinator Role

Work hours: Full Time/Part Time, Flexible Arrangements are available. Monday to Friday 9:30AM-6PM (Lunch hour from 1:00-2:00 PM).

Location: You will be based at both the Justice Centre Hong Kong Ltd offices, theDesk, G/F, 511 Queen's Road West, Sai Ying Pun and The Good Lab, Level 1, The Sparkle, 500 Tung Chau Street, West Kowloon

Position summary

The PCS Coordinator is responsible for providing administrative, legal and coordination support to the PCS Legal Team in order to ensure services are provided in a professional, sensitive and efficient manner. You will be responsible for assisting with the design, upkeep and refinement of PCS systems.

The PCS Coordinator may also become involved in tasks in connection with legal casework; provide file management; and act as the first point of contact for the organization in-person, on the phone, and via email. You would therefore play a critical role in client and external relations.

Who we are

Justice Centre Hong Kong is a non-profit, human-rights organisation working to protect the rights of Hong Kong's most vulnerable forced migrants - refugees, survivors of torture, survivors of human trafficking and forced labour.

Launched in March 2014, Justice Centre Hong Kong was formerly Hong Kong Refugee Advice Centre, which over a period of seven years, has helped more than 2,000 refugee men, women, and children on the road to a new life. For more information about Justice Centre, please visit www.justicecentre.org.hk

Responsibilities

- Reviewing and actioning all incoming communications to the PCS team (post, fax, telephone, email etc.);
- Respond promptly to any client enquiries (often highly vulnerable people), and also that of other visitors, agencies etc. in a professional, sensitive and respectful manner;
- Confirm and arrange appointments with clients and interpreters, and make appointment reminders as needed;
- Training and supervision of any volunteers as appropriate;
- Co-ordinate and assist with client and stakeholder events including managing materials, guest lists, venues, catering, and post-event evaluations;
- Developing and maintaining positive working relationships with NGOs, protection claimant communities, and other stakeholders in relation to Justice Centre's activities;
- Contributing to developing organizational strategy, networking with strategic partners, fundraising and development, and whole-of-office initiatives as needed;

- Contributing to maintaining positive working relationships with the staff team and with HKSAR government, professional bodies, UNHCR, NGOs, and other stakeholders;
- Manage office space reservations;
- Manage petty cash;
- Ensure the organisation and tidiness of office – including coordination with reception area;
- Co-ordinate and upkeep of Clio data collection and end of month statistical reporting for PCS;
- Liaise with interpreters, attend to interpreter matters, keep an up-to-date record of interpreter details and co-ordinate interpreter invoicing and payroll;
- Contribute to Justice Centre's legal and psychosocial file management systems as well as monitoring and evaluation systems in terms of collection, verification, database entry, and filing of client data;
- Assist with the coordination of intake and referrals for new and existing clients;
- Such other tasks as required for the support of the delivery of JCHK's Protection Claimant Services, as requested by the PCS Manager;
- Maintaining the accuracy of client data and records on Clio; and
- To attend all relevant staff meetings.

Essential

- Demonstrable excellent organizational and communications skills;
- Cordiality and diplomacy;
- Willingness to learn and develop new skills;
- Multicultural sensitivity and ability to work with people from different cultural backgrounds and across varying language barriers;
- Ability to work independently whilst being a good team-player;
- Demonstrated literacy in Excel, basic data entry and Outlook;
- Fluency in verbal and written English; and
- Legal right to work in Hong Kong.

Desirable

- Fluency in Cantonese.
- Fluency in another language such as French, Arabic, Somali, Urdu, Sinhala or Bangla would be a considerable asset.
- Experience working with vulnerable people in a professional setting.

Salary and Benefits

- This is a voluntary role.
- An opportunity to gain experience of client facing legal work under close supervision from our expert team of refugee lawyers; the chance to learn more about refugees in Hong Kong, and to contribute to rewarding human rights work.

Please e-mail your CV and statement of interest to angela.chong@justicecentre.org.hk with the subject line 'Protection Claimant Service Coordinator' by midnight on Fri 9 March 2018. Unfortunately, due to the high level of interest in our organisation, we are only able to reply to shortlisted applicants.