

## **Terms of Reference: Protection Claimant Services Co-ordinator**

Would you like to help provide a warm and welcoming environment for vulnerable refugees, survivors of human trafficking and other forced migrants?

Would you be interested in learning more about the legal and psychosocial issues that they face in Hong Kong? Are you an outgoing, self-starting, and organised person who can act as the first point of contact for our clients?

Do you enjoy working with a diverse range of people from around the world? Justice Centre Hong Kong is looking for assistance in the provision of our key client services.

**Role:** PCS Co-ordinator, Justice Centre Hong Kong

**Reporting to:** PCS Manager.

**Work hours:** Flexible arrangements are available.

Monday to Friday 9:30AM-5PM (Lunch hour from 1:00-2:00 PM).

**Location:** Justice Centre Hong Kong Ltd, theDesk, G/F, 511 Queen's Road West, Sai Ying Pun.

### **Position summary**

The PCS Coordinator is responsible for providing administrative and secretarial support to the Justice Centre team in order to ensure that our services are provided in a professional, sensitive and efficient manner.

The PCS Coordinator may also become involved in research tasks for the legal team in connection with our 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 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](http://www.justicecentre.org.hk)

## Responsibilities

- Respond to client enquiries (often highly vulnerable people), and also that of other visitors in a professional, sensitive and respectful manner;
- Confirm and arrange client appointments with clients and interpreters, and make appointment reminders as needed;
- 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;
- Perform legal and evidential research task in connection with PCS legal casework, under the direction of the expert legal team;
- Contribute to the updating and streamlining of old files to Justice Centre's new filing format;
- Manage office space reservations

## 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;
- Legal right to work in Hong Kong.

## Desirable

- Fluency in Cantonese
- Fluency in another language such as French, Arabic, Somali, Urdu, Sinhala, or Bangla are 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 [jobs@justicecentre.org.hk](mailto:jobs@justicecentre.org.hk) with the subject line 'Protection Claimant Service Coordinator' by midnight on **August 18, 2017**.

Unfortunately, due to the high level of interest in our organisation, we are only able to reply to shortlisted applicants.