
Terms of Reference: Psychosocial Co-ordinator

Role: Psychosocial Co-ordinator

Reporting to: Head of Psychosocial Services

Work hours: Part-time, flexible arrangements are available

Monday to Friday 9:30AM-5:30PM (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 Psychosocial Coordinator is responsible for providing administrative and coordination support to the Psychosocial Programme and the Child Psychological Therapy teams in order to ensure services are provided in a professional, sensitive and efficient manner.

The Psychosocial Coordinator may also become involved in 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 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

- Respond to client enquiries (often highly vulnerable people), and also that of other visitors in a professional, sensitive and respectful manner;
- Confirm and arrange appointments with clients and interpreters, and make appointment reminders as needed;
- Keep up to date with social services available to clients and source potential new services;
- Co-ordinate and assist with client and stakeholder events including managing materials, guest lists, venues, catering, and post-event evaluations;

- Manage office space reservations;
- Manage petty cash;
- Co-ordinate 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 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 the children's therapy project; provide guidance to clients / interpreters to complete the informed consent form and relevant intake assessment questionnaires for new children's psychological therapy clients.

Essential

- Demonstrable excellent organizational and communications skills;
- Cordiality, diplomacy and patience;
- 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 work under close supervision from our expert team of refugee lawyers and Psychosocial and Child Psychological Therapy teams; the chance to learn more about refugees in Hong Kong, attend high level psychosocial and legal trainings and to contribute to rewarding human rights work.

Please e-mail your CV and statement of interest to jobs@justicecentre.org.hk with the subject line 'Psychosocial Services Coordinator' by midnight on April 2, 2018.

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