**Application for the position of Psychosocial Services Coordinator**

Justice Centre Hong Kong is an independent, non-profit, human-rights organisation working to protect the rights of Hong Kong’s most vulnerable migrants – refugees, victims of trafficking, survivors of modern slavery and other people seeking protection in this city. Justice Centre does advocacy work and research, which it uses to advocate for improvements to legislation and policies. It envisions an inclusive, just society where people from all countries of origin enjoy dignity, human rights and access to justice in Hong Kong. Justice Centre is not affiliated with any religious or political organisation and does not receive any government funding. For more information about Justice Centre, please visit [www.justicecentre.org.hk](http://www.justicecentre.org.hk)

The Psychosocial Services Coordinator (‘PSC’) is responsible for providing administrative, legal and coordination support in order to ensure Justice Centre’s direct services are provided in a professional, sensitive and efficient manner. You will provide this ongoing support to the Legal Services Team, Social Welfare Team, and with particular focus upon our developing Psychological Service provision. You will be responsible for assisting with the design, upkeep, and refinement of our working systems.

The PSC may also become involved in tasks in connection with legal and psychosocial 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.

You will benefit from this opportunity to gain experience of client facing legal work under close supervision from our expert team of internationally qualified refugee lawyers, social welfare caseworkers and external mental health experts; the chance to learn more about and from refugees in Hong Kong, and to contribute to rewarding human rights work.

**This is a part-time position for 3 days a week with a salary range of $8,034-$10,500/month, commensurate with experience.**

Generous annual leave, MPF and private health insurance are also provided. Right to work in Hong Kong is essential.

Please find enclosed:

1. A job description and person specification
2. A guide to completing the application form
3. An application form

The closing date for applications is **6pm on** **3rd December 2021**.

Please email the completed application form directly to [jobs@justicecentre.org.hk](mailto:jobs@justicecentre.org.hk) with the subject line ‘**Psychosocial Services Coordinator’**.

Thank you for your interest in the post, and we look forward to receiving your application. Due to the high volume of applications, only short-listed candidates will be contacted.

Yours sincerely

**Isaac Shaffer, Head of Legal Services.**

**Psychosocial Services Coordinator, 3 days per week**

**Job Description**

* To assume primary responsibility for coordinating the delivery of our developing psychological service programme – acting as liaison with external mental health experts/organisations and to ensure the smooth, efficient, and safe running of these services.
* Assist in the development of JCHK’s psychosocial service delivery – including developing administrative/structural systems to ensure and maintain the efficient and high-quality of service provision; and to enable the joint-up working of JCHK’s legal and psychosocial services.
* Liaise with and assist with onboarding/recruitment and oversight of interpreters and medical practitioners/organisation and to attend to relevant matters: keeping an up-to-date record of relevant details and associated administrative matters (including invoicing and payroll).
* Reviewing and actioning all incoming communications from all channels such as post, fax, telephone, email etc to the respective teams across the organization.
* Respond promptly to internal and external enquiries, particularly those from clients (often highly vulnerable people), as well of other visitors, agencies etc. in a professional, sensitive and respectful manner.
* Confirm and arrange appointments with clients, external parties, and interpreters, and create appointment reminders as needed.
* Coordinate and assist with client and stakeholder events (for e.g., trainings) including managing materials, guest lists, venues, catering, and post-event evaluations.
* Developing and maintaining positive working relationships with HKSAR government, professional bodies, NGO’s, protection claimant communities, mental health and social welfare experts/practitioners and organisations, medical organisations 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 and environment with all staff.
* Manage office space reservations.
* Assist with the management of petty cash and produce relevant weekly cash reports as necessary.
* Coordination and upkeep of client data collection and internal systems (particularly JCHK’s client management systems). Maintaining the accuracy of client data and records at all times.
* To take an active role in developing and contributing to Justice Centre’s file management systems as well as the monitoring and evaluation systems in terms of collection, verification, database entry, and compiling client data.
* Assist with the coordination of intake and referrals for new and existing clients.
* To attend all relevant staff meetings; and
* Such other tasks as required for the support of the delivery of JCHK’s Services, as requested by the Head of Legal Services/Senior Legal Advisor and/or Legal Services Coordinator from time to time.

**Person specification**

**Essential**

* Multicultural sensitivity and ability to work with people from different cultural backgrounds including those with mental health issues, and across varying language barriers;
* Demonstrable excellent organizational and communications skills;
* Cordiality and diplomacy;
* Willingness to learn and develop new skills;
* 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**

* An understanding of the challenges faced by those seeking protection in Hong Kong;
* Prior experience of case-management or equivalent data gathering systems;
* Prior experience of direct NGO, and/or medical/social welfare service delivery;
* Understanding and experience of mental health and social welfare matters, and particularly those faced by people seeking international protection;
* Fluency in Cantonese.
* Fluency in another language such as French, Arabic, Somali, Urdu, Hindi, Sinhala or Bangla would be a considerable asset.
* Experience working with vulnerable people in a professional setting.

**Guidance notes for completing the application form**

**Please read these notes carefully. They have been written to help you make the best of your application. The decision to short-list you will be based on the information you provide on the application form.**

**You will be required to show how you meet the requirements of the job description and person specification.**

1. Read through each section of the application form carefully. You may find it helpful to do a rough draft first.
2. The person specification describes the skills, knowledge, and experience which you will need in order to do this job. You should address each factor in turn. This is where you make your case for being selected to do the job. Examine the skills and experience being asked for and provide evidence of your suitability by giving specific examples which show that you have the necessary skills, knowledge, and experience for the job.
3. If you have been out of paid employment for a period of time your job history may be less important than other recent responsibilities or experience.
4. Do not forget skills and experience that you have gained outside full-time work.
5. Write out your application in a brief, well-organised and positive way.
6. Please keep to the word limit.

**Application form for the post of Psychosocial Services Coordinator**

**Personal details**

|  |  |
| --- | --- |
| Full name |  |
| Address for correspondence |  |
| Email address |  |
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|  |  |
| Mobile number |  |

**References**

Please provide the names and addresses of two referees. One should be your current employer (if any) and it would be preferable if the other were to be someone who has known you in a professional capacity. Your referees will be contacted only if you are offered the position.

|  |  |
| --- | --- |
| Name |  |
| Address |  |
| Contact number |  |

|  |  |
| --- | --- |
| Name |  |
| Address |  |
| Contact number |  |

**Declaration**

I certify that the information given on this form is correct to the best of my knowledge. I consent to Justice Centre Hong Kong checking any of this information. I consent to Justice Centre Hong Kong contacting the referees I have put forward if I am offered the post.

Signed …….…………………………………..………………………………………………………….......

Date ………………………………………..

1. **Education and training**

Please list your educational, professional qualifications and any training or courses which you believe are relevant to the post

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| --- | --- |
| **Dates** | **Course/Qualification/Training** |
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1. **Employment**

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| --- | --- | --- | --- |
| **Name and Address of employer** | **Dates of commencing and finishing** | **Position held and responsibilities undertaken** | **Reasons for leaving employment** |
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**Any other relevant experience as a volunteer or in any other capacity**

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| --- | --- | --- | --- |
| **Name and address of organisation** | **Dates of commencing and finishing** | **Work undertaken** | **Reasons for leaving** |
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1. **Languages** (please indicate your level of ability i.e. basic, able to converse, fluent, bilingual)

Inert here

1. **Ability to take up the post**

If successful, when would you be able to start with Justice Centre Hong Kong?

Inert here

1. **Reasons for applying for the post.**

Please tell us why you are applying for the post. Describe the skills and abilities, knowledge and experience that you can bring to the post. Please make sure that you reply **closely following the essential criteria in the person specification** for this post. If you wish you can continue on another page but please do not write more than 1000 words in total.

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