**Application Pack – Welfare Volunteer**

To assist us in processing your application, please email the following to [jobs@justicecentre.org.hk](mailto:jobs@justicecentre.org.hk) with the subject line ‘Welfare Volunteer’.

1. A completed **Application Form** (see below);
2. Your **CV**; and
3. Your **Statement of Interest**.

The closing date for applications is **22 June 2025**. Applications will be accepted on a rolling basis.

Justice Centre is committed to ensuring the safety and well-being of all clients, volunteers, consultants, contractors, and visitors, and has a zero-tolerance policy towards child abuse, and sexual harassment and exploitation of any kind. Where appropriate we will require the successful applicant to undertake a police background check.

At Justice Centre Hong Kong, we strive to foster community engagement and promote the active participation of refugees in Hong Kong society. Our commitment extends to creating a safe and inclusive working environment that reflects the diversity of the communities we serve.  We strongly encourage candidates with personal experiences of forced migration, individuals from minority ethnic backgrounds, those who identify as LGBTQ+, and individuals with disabilities and neuro-diversity to apply.

Due to the high volume of applications, only shortlisted candidates will be contacted.

The information requested will be used only for the purpose of assessing your suitability for the role advertised. Justice Centre will hold the information you share in accordance with our privacy policy, available here: <https://www.justicecentre.org.hk/privacy-policy/>.

Thank you for your interest!

**Job Description and Person Specification**

|  |  |
| --- | --- |
| Job title | Welfare Volunteer |
| Service | Welfare Team |
| Reporting to | Welfare Officer |
| Salary | Voluntary |
| Work pattern | A minimum commitment of 2 days/week (including Fridays) in the office  Our office hours are Monday – Friday, 9:30 am – 6pm, flexible working options may be considered. |
| Duration | 6 months, with the opportunity to extend |

Justice Centre is a non-profit organisation that delivers legal and social services to refugees, asylum seekers and other displaced people in Hong Kong SAR. We work to support the vision of Hong Kong SAR as a welcoming and inclusive society.

We provide free specialist legal help to people experiencing forced displacement, while offering tailored welfare and psychosocial support to those affected by trauma and destitution. Through strategic casework, research, training and technical assistance and community initiatives, we work to ensure that even the most marginalised members of Hong Kong society have equitable access to essential services and a voice in our society. To learn more about Justice Centre and our mission, please visit our website at [www.justicecentre.org.hk](http://www.justicecentre.org.hk/).

**Purpose of position**

Are you looking for a meaningful way to support people directly and make a tangible impact in their lives? Join Justice Centre Hong Kong’s Welfare Team as a volunteer and help us provide essential support to individuals and families who were forced to leave their homes and find safety in Hong Kong.

You will work closely with our Welfare Officer, assisting with the day-to-day work that allows us to support people facing complex challenges—whether that’s securing housing, accessing healthcare or getting the mental health support they need to heal.

This is a hands-on role, where your time and care will directly help people feel seen, supported and safe.

**Responsibilities**

As a Welfare Volunteer, your support will help ensure that our services run smoothly and that clients can access timely and effective assistance. Tasks will include:

* **Scheduling and coordination** – Organise client appointments for welfare meetings and counselling sessions, helping the team manage a busy and sensitive caseload.
* **Responding to enquiries** – Answer phone calls, WhatsApp messages and emails, and refer messages or requests to the Welfare Officer or relevant colleagues.
* **Supporting casework** – Assist the Welfare Officer with selected client cases, including helping to follow up on appointments, referrals and documentation.
* **Data entry and admin** – Maintain up-to-date records in our case management system to ensure that information is accurate and services can be delivered efficiently.
* **General team support** – Take on other small but meaningful tasks that help us deliver comprehensive care to our clients.

**Requirements**

We’re looking for someone who:

* Has strong organisational skills and is able to manage multiple tasks, keep track of appointments and follow-ups, and maintain clear, accurate records.
* Is empathetic, comfortable working with people from diverse backgrounds.
* Is a good communicator (English required; Cantonese or other languages a bonus)
* Is confident using email, basic databases, Microsoft Office and Outlook, and WhatsApp.
* Can commit to **at least 2 days per week**, including **Fridays.** We can offer flexible work hours (e.g. school hours) for people with additional availability.
* Has the legal right to work/volunteer in Hong Kong.

No specialist experience is necessary – just a willingness to learn, show up, and be present for people who are navigating difficult times.

**Benefits**

* Real-world experience working directly with people affected by displacement and trauma.
* On-the-job training in trauma-informed practices, referral systems, case management and frontline welfare support.
* Hands-on learning about the asylum system, social service navigation and the barriers faced by refugees in Hong Kong.
* The opportunity to develop valuable skills in communication, client interaction, and cross-cultural sensitivity.
* The chance to work alongside a passionate, supportive team.
* A real sense of purpose, knowing your time and effort is helping people move forward with stability and dignity.

**Welfare Volunteer Application Form**

**References**

Please provide the details of two referees. One should be your current employer (if any), and it would be preferable if the other were to be someone else who has known you either in an academic or professional capacity.

|  |  |
| --- | --- |
| **Full name** | Click or tap here to enter text. |
| **Email address** | Click or tap here to enter text. |
| **Relationship** | Click or tap here to enter text. |

|  |  |
| --- | --- |
| **Full name** | Click or tap here to enter text. |
| **Email address** | Click or tap here to enter text. |
| **Relationship** | Click or tap here to enter text. |

**Date of availability to take up the volunteer position**

If successful, what is the earliest available date you can start with Justice Centre Hong Kong?

Click or tap here to enter text.

**Availability to volunteer**

Can you please indicate below your availability to volunteer?

|  |  |  |
| --- | --- | --- |
|  | **9:30AM – 6:00PM**  **(Yes / No)** | **If No, please indicate your available time (e.g., 9:30AM-1PM, 2PM-6PM, or Not Available)** |
| **Monday** | Click or tap here to enter text. | Click or tap here to enter text. |
| **Tuesday** | Click or tap here to enter text. | Click or tap here to enter text. |
| **Wednesday** | Click or tap here to enter text. | Click or tap here to enter text. |
| **Thursday** | Click or tap here to enter text. | Click or tap here to enter text. |
| **Friday** | Click or tap here to enter text. | Click or tap here to enter text. |

**Duration**

Are you able to commit to a minimum of 6-months with Justice Centre Hong Kong?  Yes  No

If ‘No’, please state your maximum period which you are able to commit to a volunteer position with Justice Centre Hong Kong: Click or tap here to enter text.

**Right to Work / Volunteer**

Do you need a visa to reside in Hong Kong? If yes, what type of visa are you currently on?

☐ No, I do not need a visa

☐ Yes, I currently have the following visa (type): Click or tap here to enter text. This expires on (date): Click or tap to enter a date.

Please be prepared to provide us with proof of your right to work in Hong Kong upon request.