

ROAD Program Officer (Program Support)

Refugee Opportunity and Development Program at Branches of Hope is a beacon of hope for hundreds of refugees and non-refoulement claimants. ROAD is one of the oldest refugee programs in Hong Kong and has served several thousand refugees over the last decade. If you are passionate about working with refugees, consider joining our team.

This position is a full-time position reporting to the ROAD Program Manager. The person will work from Monday to Friday and occasionally on weekends (for which they will be compensated with time off in lieu). The primary role and responsibilities are as follows:

1. In-Kind Donations

- Inventory all in-kind donations and track incoming as well as outgoing goods.
- Maintain good relationship with individual and institutional donors, source in-kind goods as per community needs.
- Handle requests from community members on large / expensive items such as furniture, electronic appliances, etc.
- Ensure solicited goods or donations are in line with BOH policies.
- Report low stock numbers or expiring goods and replenish or discard items as deemed necessary in coordination with the ROAD Caseworker.
- Keep stored items in good and neat order to maintain a presentable office space, engaging volunteers as required for moving goods.
- Assist external parties who organize donation drive for BOH.

2. Casework Support

- Assist the ROAD Caseworker in fulfilling clients' immediate/urgent/emergency needs as per ROAD assistance guidelines.
- Assist the ROAD Caseworker in monitoring cases by reviewing clients' needs, observing and evaluating assistance.
- If requested, assist in other forms of casework (e.g. education casework or general ROAD casework).
- Assist program colleagues in conducting regular community wide needs assessments (in collaboration with partner organizations).

3. Children Education Support

- Support ROAD Children Education Programs as instructed by the Senior Program Officer.

- Communicate with parents, students and volunteers to ensure smooth program implementation.
- Keep records of programs such as attendance, expenses, etc.

4. General Duties

- Keep records, statistic and files updated, reporting any activity, in order to prioritize and develop appropriate programs or projects.
- When requested, give talks and public and private events to raise awareness of the needs of the RAS community and the work of BOH/ROAD.
- Assist in organizing/implementing ROAD events such as Christmas Celebration, Chinese New Year, World Refugee Day, etc.
- Seek connections to grow the BOH/ROAD network and communicate new acquaintances and opportunities to the ROAD Program Manager and Partnerships Manager.
- Any other task as assigned by superior(s) from time to time.

Requirements

- Degree holder in Social Work, Human Rights, or related fields.
- At least 1 year experience in social work, research, and/or non-government organizations.
- Knowledge of issues facing refugees and asylum seekers, human rights, and social justice.
- Excellent interpersonal, presentation and group facilitation skills.
- Creative problem-solving, be a responsible team-player in a multicultural environment, and keep calm under pressure.
- Capable of speaking in Hindu, Sinhala, Bahasa Indonesian, Nepali or other Asian languages is an asset.

How to Apply

Please send your resume and cover letter with current and expected salary to career@branchesofhope.org.hk. Personal data provided by job applicants will be strictly used for recruitment purpose.