

Director of Case Management, HELP for Domestic Workers (“HELP”)

Purpose of role: To provide leadership, direction and management of the HELP Case Management Team in relation to all aspects of HELP’s case management activities.

Reports to: The CEO of HELP

Direct Reports: Case Managers x 2

Key Relationships: CEO of HELP, Members of the HELP Hard Cases Committee, Volunteers, Clients and Employees, St. John’s Outreach Committee and other outreach programmes of St. John’s Cathedral.

Key External Contacts: Labour Department , Immigration Department, Equal Opportunities Commission , Legislative Council, Police Department, Pro bono law firms, Consulates, other supporting charities and NGOs, employment agents, finance companies, employers of clients.

Key Responsibilities:

To ensure that the Case Management Team and volunteer case workers provide a quality service and appropriate advice to clients of HELP and adhere to the organization’s code of ethics.

- To raise awareness within the community and with appropriate government bodies of the issues affecting the working condition and quality of life of domestic workers in Hong Kong
- To support the CEO in the implementation of HELP’s strategy and to develop and manage annual operational plans for the Case Management Team, ensuring that they are the central drivers of HELP’s work
- To be responsible for the recruitment and selection, training and development and performance management of the Case Management Team
- To be responsible for HELP’s case management processes and procedures and to continually evaluate HELP’s case management services, to ensure that an efficient, effective, quality service is being provided at all times. To propose and implement improvements to HELP’s services as agreed by the CEO.
- To play a key role in supporting the Project Team responsible for the selection and implementation of a Case management System for HELP. To assume responsibility for the quality of system content with regard to case work post implementation.
- To be responsible for the management and implementation of HELPS Volunteer Management Policy so far as it applies to volunteer case workers.
- To develop and maintain relationships with external stakeholders including other NGOs , law firms, the media, and government bodies, particularly in the legal, immigration, health and law enforcement areas with a view to raising HELP’s profile as a trusted and valuable NGO.
- To represent HELP in meetings with existing and potential partners and other stakeholders including representatives from government bodies, Consulates, other NGOs, workers’ union, the legal community, business community, academia, and other relevant groups and individuals.
- To support the work of HELP’s media and communications department and to contribute to HELP’s publications and media (newsletters, leaflets, website and social media channels) as appropriate to ensure effective communication and as wide a reach as possible

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- To support the Fundraising and Events Department in the development, planning and delivery of HELP’s fundraising strategy and events as appropriate to maximise financial support for HELP and secure its long term future.

Qualifications & Experience

- A Bachelor’s degree or equivalent.
- A qualified lawyer with a deep legal background (minimum 10 years post-qualification experience), preferably in employment law.
- Knowledge and understanding of Hong Kong employment and immigration law is essential.
- A proven interest in human rights law.
- Experience of leading and managing a team in a case-work environment.
- Experience of working for an NGO either in an employed or volunteer capacity.
- The personal presence and credibility to represent HELP in its dealings with all key internal and external stakeholders and in furthering its cause.
- A proven team player.
- Strong writing, editing and presentation skills.
- Excellent organisational skills with the ability to plan and prioritise tasks for oneself and the team in order to meet multiple and often conflicting deadlines.
- Excellent written and verbal English language skills are essential.
- Passion and dedication to the cause.
- The ability to speak Bahasa and/or Tagalog would be an advantage.

Job Type: Full-time

Salary: HK\$40,000 to HK\$45,000 /month