



醫護行者 Health In Action

Health In Action

(Ref:202116/FT12.0/00)

Position Title: Hub Operation Officer

Brief Description of Health In Action:

Health In Action (“HIA”) is a non-profit making humanitarian organization with the vision to eliminate health inequity in societies. Our team comprises of multidisciplinary healthcare professionals, and we aspire to drive social change through cycles of service, research, and advocacy.

Key Responsibilities:

- Assist the Hub Operation Coordinator and teammates to manage and operate the community health management hub including but not limited to daily operation and service administration
- Handle walk-in/ phone call/ email enquiries
- Manage service scheduling and referrals
- Assist in communication with clients, caregivers, and support groups
- Develop good customer relationships and address customer service needs
- Liaise with internal and external parties to ensure smooth daily operations
- Assist in detailed event design, including promotion approach, event rundown, communication material design, pre- and post-event evaluation design, manpower planning, and volunteer recruitment, resources allocation, and procurement
- Assist in design and production of service materials
- Keep track on and compile monthly project expenses
- Compile service statistics and project report
- Maintain proper and systematic filing
- Perform other administrative tasks as assigned
- Any other tasks as assigned by the Management

Requirements:

- Degree holder with 1 year of working experience; or Associate Degree / Higher Diploma holder with 3 years working experience
- Working experiences in healthcare service, community health practice and project management would be an advantage
- Able to work independently, self-motivated and attention to details
- Flexible, presentable with can-do attitude and strong problem-solving skills
- Excellent complaint handling, good communication and interpersonal skills
- Proficient in Microsoft office
- Strong command of written and spoken Cantonese, Putonghua and English

Application Deadline: 17 June 2021 or until the position is filled

Please send your resume with expected salary to:

Unit 5B1-2, Wing Cheung Industrial Building, 58-70 Kwai Cheong Road, Kwai Chung or email to hia@hia.org.hk

The data collected will be used for recruitment purpose only.