



Health In Action

(Ref:202111/FTI2.0/OO)

Position Title: Hub Operation Officer

Brief Description of Health In Action:

Health In Action (HIA) is a non-profit organization and registered charitable organization in Hong Kong since its establishment in 2011. Our vision is to achieve health for everyone in the society. We are a team of multidisciplinary healthcare professionals comprising pharmacist, physiotherapist, nurse, dietitian, nutritionist, social worker, health coach and public health researcher. We aspire to promote a healthy city in Hong Kong through cycles of service, research, advocacy, and nurture.

Kwai Tsing Community Health Management Hub

Kwai Tsing Community Health Management Hub is a primary healthcare programme comprising social and medical services. It provides “one-stop” health management service to the citizens in Kwai Tsing district, aiming at enhancing the health knowledge and ability to self-manage disease.

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
- Act as person-in-charge of the pre-event, on-site and post-event of the Hub
- 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 filling
- Perform other administrative tasks as assigned
- Any other tasks as assigned by HIA

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: 15 November 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.