



## Health In Action

(Ref:202305/FT12.0/HOO)

### **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. You can also visit our website <https://hia.org.hk> for further information.

#### **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 team to operate the Community Health Management Hub including but not limited to daily operation, service and maintenance
- Handle walk-in/ phone call/ whatsapp 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 design and production of service materials
- Keep track on and compile monthly project expenses
- Compile service statistics for 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
- Strong command of both written and oral English and Chinese including Putonghua
- Proficient in Microsoft office

**Application Deadline: 30 Jun 2023 or until the position is filled, whichever is earlier.**

Interested candidates please send your cover letter, resume, current & expected salary, and earliest availability to:

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

**Personal Information Collection Statement**

Data collected will only be used for application processing. Applicants not contacted by Health In Action within four weeks from the application may assume that their applications are unsuccessful. All personal data collected will be kept for a period of 12 months from the application closing date, and will be destroyed thereafter.