

	Job Title: Head of Services (“HoS”) (Ref:202403HoS)
Hierarchically accountable to:	Health In Action Board
Functionally report to:	Executive Director
Work Location:	Hong Kong

Brief Description of Health In Action:

Established in 2011, Health In Action (“HIA”) is a registered non-governmental organization in Hong Kong, comprised of a diversified community team with professionals including pharmacists, physiotherapists, nurses, dietitians/ nutritionists, social workers, public health educators, innovators and volunteers. We champion health equity, and firmly believe everyone has the right to access health regardless of their background. With this belief, we commit to the development of primary care by adopting social-medical integration through holistic social collaboration and practices in our community. We are devoted to promoting health equity through innovative service models; research and knowledge management; engagement and partnership; and training and incubation. You can also visit our website <https://hia.org.hk> or our Facebook <https://www.facebook.com/HIAHK/> for further information on HIA..

Job Description:

- To lead HIA in accomplishing its social mission on a) effective promotion of health equity, b) pushing the concepts of integrating social determinants of health into public policies, and c) empowering public to regain health ownership.
- To deliver organizational transformation in line with HIA’s vision, mission, and goals.
- To lead a multidisciplinary team to deliver transdisciplinary community services to achieve equity in health.
- To integrate organizational advocacy works on health in all policies from strategy development to data collection, and media engagement.
- To build community networks and map health resources.

Team Management

- Provide direction, supervision and support to the multidisciplinary team, transdisciplinary community services operations, and project management team.
- Guide team to develop project proposal and implementation plans, aligned to HIA strategic focuses.
- Provide expertise in the development and delivery of project plan and programme, supporting governance, establishing objectives, assessing risk, cost, resource, and quality.
- Ensure that all services practice adhere to the relevant legislative or regulatory requirements, including health and safety, data protection, etc.
- Develop and grow the team’s capability in proposal development, ensuring the future sustainability of services, working in partnership with existing donors, and exploring other fundraising opportunities and strategic partnership where appropriate.
- Supervise staff and coach them in identifying objectives in their areas of responsibility; oversee the

management of staff and performance of teams in meeting organizational and project level goals and objectives.

- Foster and maintain a dynamic, collegial, and respectful work environment.
- Provide written and verbal updates to the Executive Director and HIA Board where appropriate.

Services Development and Impact

- Develop and implement strategic plans to ensure that HIA's primary care services meet the needs of the community and align with HIA's mission and goals.
- Work proactively and collaboratively with the team to identify innovation and services improvement, define, and agree service and operation models, oversee the implementation and perform ongoing review.
- Ensure that the services structure and support enable team members to develop key skills and growth.
- Inform the team on the latest approaches to develop practical and innovative service models to create a positive impact on people in self-care and health management.
- Maintain and disseminate knowledge and best practice within the primary care sector (and other sectors where relevant)
- Use insight, evaluation, and analysis to continually inform and refine practice.
- Establish new and strengthen existing, external relationships to promote HIA's profile, influence and reputation and support income generation.

Leadership and Stakeholder Engagement

- Be a member of the HIA's senior leadership team and ensure HIA's values are always upheld.
- Provide leadership, motivation, coaching support, and guidance to enable the team to perform to the best of their abilities and work effectively as a team.
- Be a key advocate for promoting a dynamic and interactive organizational culture, supporting colleagues at all levels to upskill through the delivery of wider organizational change. Key areas include supporting improvements in planning and project management as well as project impact assessment and evaluation.
- Lead the strategic development towards achieving "Health In all, and Health For all" in the community.
- Work with other functional members (communications, knowledge management, capacity building, fundraising, finance, etc.) to work through the delivery of services projects in line with HIA's vision, mission and strategic priorities.
- Engage with community leaders, healthcare providers, and other stakeholders to build partnerships and support HIA's vision, mission, and goals.
- The Head of Services is expected to carry out additional duties as are reasonably compatible with the role and assigned by the Executive Director and the HIA Board.

Person Specification

- Demonstrable minimum 5 years management and leadership experience in managing a multidisciplinary team to deliver transdisciplinary community and healthcare services in primary healthcare setting.
- Experience in building effective working relationships both internally and externally and the ability to influence at all levels.
- Experience working in a dynamic and interactive organizational culture with a track record of leading growth in terms of service reach and impact.
- Demonstrated strong analytical skills and the ability to problem solve.

- Outstanding interpersonal skills and the ability to work effectively with a wide range of people including the HIA Board, staff, volunteers, funders, private donors, corporate partners, and other external stakeholders.
- Able to adopt a collaborative approach to establish partnerships.
- Highly organized and able to plan, balance and manage competing priorities.
- Outstanding communicator with the ability to present and write with impact.
- Highly effective strategic thinker and strong project management skills.
- Ability to steer and monitor projects delivering the outcomes and impact.

Requirements:

- Master Degree in health service / social service
- At least 10 years working experience with minimum 5 years in senior managerial grade, preferable in social work, social science, community health, public health, or other health-related discipline;
- Strong leadership and team coaching and management ability;
- Excellent interpersonal and communication skills, and can cooperate with various stakeholders;
- Strong personal drive, strategic and innovative mindset with excellent analytical skills;
- Experience working in a diverse and multicultural environment;
- Strong command of both written and oral English and Chinese including Putonghua;
- Proficient in Microsoft office

Job Highlights:

- Full-time position: 5-day work (45 work hours including lunch), shift duties on weekdays and weekends may be required.
- Workplace location: Close to Kwai Hing MTR Station (5-minute walk distance)
- We offer benefits package including:
 - 15-day annual leave per annum (increasing by 1 day per year)
 - Study leave
 - Birthday leave
 - Maternity /Paternity leave
 - Marriage leave
 - Compassionate leave
 - Family care leave
 - Training allowance
 - Medical & dental subsidy scheme

Application Deadline: 12 April 2024 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 macychui@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.