



Health In Action

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. Ove vision is to achieve health for everyone in the society. Our transdisciplinary team includes nurses, physiotherapists, pharmacists, dietitian, social workers and health coaches. We aspire to promote a health 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 Health Management Hub is a primary healthcare programme comprising social and medical service. 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.

Position Title: Hub Operation Officer (Ref: HCC HOO 202409)

Key Responsibilities:

- Support the Hub Operation Coordinator and team in managing and operating the Healthy Living Lab, overseeing daily operations and service administration.
- Design and production of the quarterly programme booklet.
- Handle walk-in/ phone call/ email / WhatsApp enquiries, and as the admin of the WhatsApp group(s).
- Manage service scheduling and referrals.
- Assist in communication with service users, caregivers, and support groups.
- Build and maintain strong customer relationships, ensuring service needs are met.
- Liaise with internal and external parties to ensure smooth daily operations.
- Assist in event planning, including promotion strategies, event logistics, communication material design, and volunteer recruitment.
- Keep track on and compile monthly project expenses.
- Compile service statistics and project reports.
- Maintain proper and systematic filling.
- Undertake other duties as assigned by HIA.

Requirements:

- Associate Degree / Higher Diploma holder or above, with 2 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 and Google Workspace
- Proficient in design software like Canvas is an merit
- Strong command of written and spoken Cantonese, Putonghua and English

Job Highlights

- Full-time position: 5-day work (45 work hours including lunch). 1-2 night shifts until 9 pm on weekdays per week, 1-2 shift duties on weekend per month are required
- Workplace location: Close to Kwai Hing MTR Station (5-minute walk distance)
- We offer a competitive remuneration package including:
 - 15-day annual leave (increasing 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: 25 October 2024 or until the position is filled, whichever is earlier

Interested candidates may send their resume, current & expected salary, and the earliest availability to hr@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 of the application may assume that their applications are unsuccessful. All personal data collected will be kept for 12 months from the application closing date and will be destroyed thereafter.