



救世軍 港澳軍區
The Salvation Army
Hong Kong and Macau Command

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HRD.recruit@hkm.salvationarmy.org

The Salvation Army is an international Christian church and charity working in 133 countries and areas and has been serving Hong Kong for over 90 years providing an extensive range of services which spans educational, social as well as Christian. We are called to preach the gospel of Jesus Christ. We are dedicated to supporting the people in need in Hong Kong, Macau and Mainland China without discrimination; and strive to respond to local needs, emergencies and disasters with the love of God.

We are now inviting high caliber professionals to apply for the following position:

Service Performance Officer
Social Services Department
(Ref: SPO/SSD/12-22)

RESPONSIBILITIES

- Assist in developing, implementing and reviewing of service audit mechanism in which reflects strategic development of social services and contractual requirements
- Produce reports that highlight key issues of service performance
- Identify good practices, recommend and to ensure implementation of improvement measures for corrective action, system and procedural modification
- Assist in updating, reviewing and developing policies for service quality standards
- Collaborate, provide advice and guidance to senior staff on other ad hoc duties pertaining to service compliance issues
- Assist in managing complaints from users, funders and public
- Provide support to employees of service units on the overall handling of complaints including investigation, mediation, correspondence and documentation
- Assist in developing and managing of policies and procedures for complaints handling
- Perform other legitimate duties assigned by the superior(s)

REQUIREMENTS

- An understanding of the Christian faith, values and ethos of The Salvation Army
- Registered Social Worker
- Degree in Social Work with minimum 3 years of relevant experience or Associate Degree/ Diploma in Social Work with minimum 5 years of relevant experience, in service management and administration
- Good leadership, strategic planning and organization skills
- Excellent communication and interpersonal skills with good command of both written and spoken English and Chinese
- Strong PC skills in using MS Office and web applications

Application Procedure

Please apply with full resume, stating clearly current and expected salary, to the **Human Resources Manager, The Salvation Army Hong Kong and Macau Command, 6/F Human Resources Department, 11 Wing Sing Lane, Yaumatei, Kowloon** by quoting reference number (SPO/SSD/12-22) on the envelope or email to hrd.recruit@hkm.salvationarmy.org

Application Deadline: 22 December 2022

All information provided will be treated in strictest confidence & used for recruitment purpose only. Applicants not contacted within 3 months may consider their applications unsuccessful. All unsuccessful applications will be kept for a period of no longer than two years after completion of the recruitment exercise.