
Caritas Social Work Services

Job Description of Director, Social Work Services

1. Position Summary

The overall role of the Director is to provide leadership and management of the Social Work Services Division of the agency. This includes development of the Division's vision and direction, positioning it as a key player in the welfare services sector in accordance with the agency's Aims & Objectives, formation of effective community relations, maintenance of excellent relationship with the Chief Executive, Heads of Other Divisions and Board of Management, staff management and responsible fiscal management.

2. Reporting Relationship

Responsible to: Chief Executive of the Agency

3. Key Roles and Responsibilities

A. Leadership

1. Develop the vision and mission for the Division through extensive consultation with service users, staff, Social Work Committee, Board of Management and the Diocesan groups.
2. Ensure that the Division has a significant presence in the field and provide quality service to the general community.

B. Management

1. Initiate regular planning activities, including the production and regular updating of a strategic plan to ensure that the Division maintains its focus on providing high quality services to service users.
2. Formulate policies, guidelines and procedures necessary for the effective management of the Division in consultation with the Chief Executive.
3. Be responsible for the efficient and timely preparation of the budget and regular financial reports ensuring that the Division operates within budget.
4. Develop and maintain an evaluative system to ensure resources are properly allocated.

C. Staff Management

1. Be responsible for the recruitment and appointment of key management / supervisory staff and for the regular reviews of their performance.
2. Supervise the Heads and the Supervisors of Other Social Work Services, and to coordinate their efforts.
3. Ensure that the Division has a staff training and development policy and implementation strategy.

D. Relationship with Social Work Committee

1. Formulate professional policy in accordance to the term of office as laid down by the Board of Management for the Committee's consideration, prior to submission to the Board of Management for approval.
2. Maintain a close working relationship with the Committee chairman and members.
3. Assist the Committee in carrying out its advisory role on matters concerning the Social Work Services and keep the Committee informed with regular written reports.

E. Relationship with Board of Management

1. Maintain a close working relationship with the Board of Management including regular in attendance at the Board of Management meetings.
2. Ensure that the Board is well briefed on matters concerning the Social Work Services and is provided with regular written reports prior to Board meetings.
3. Ensure the professional policy and guidelines approved by the Board of Management are implemented by the corresponding Heads/Service units in the Division.

F. Internal Communication and Cooperation

1. Maintain effective communication with the relevant colleagues on matters in connection with agency's policy and operation.
2. Cooperate with other Divisions/Services of the agency, aiming at devising a comprehensive approach in response to current and emerging social problems.

G. Community Liaison

1. Promote the community's understanding of the scope and extent of services offered by the agency.
2. Develop good working relationships with other agencies in the sector and the Diocese, and initiate opportunities for co-operation and mutual benefit.
3. Represent the agency or delegate staff on social work / welfare matters.

H. Others

1. Be responsible to set up an effective system to handle complaints from service users and staff.
2. Perform other duties as assigned by the Chief Executive.

Social Work Services
Caritas - Hong Kong

17 November 2000

Revised on 13 January 2004

香港明愛
青少年及社區服務
服務總主任（高級社會工作主任）職責說明

A. 職位概要：

服務總主任的職能是按照明愛的宗旨及目標，管理及發展其所主管之服務，領導及管理該服務之同工，提供優質服務，以及負責該服務之財務管理。

B. 工作交代：

向香港明愛社會工作服務部長負責。

C. 主要職務及責任：

根據“香港明愛”管理委員會通過的一般政策，推行活動以達致服務的有效推行。並就日常事務，向社會工作服務部長交待。

1. 計劃及發展

- 1.1 釐定服務未來五年發展的路向，並訂定有關組織、架構及執行計劃與以落實。
- 1.2 計劃、發展、監察及評估所有活動及員工的表現，以確保服務對象及社會得到最大的益處。
- 1.3 根據不斷改變的社會需求，負責策劃及發展新計劃及新服務模式；並在有需要時諮詢地區協調主任。
- 1.4 協助社會工作服務部長／其他的服務總主任推廣服務／活動，尤其是該等涉及跨服務或跨部門的工作。並提昇和鼓勵與堂區及其他部門／服務間的合作。

2. 人事管理

- 2.1 管理及監督所有服務單位的中層職員，包括督導主任及單位主任。
- 2.2 為提升服務質素，推廣、安排及促進職員發展活動、及推薦機構贊助以達致員工培訓。
- 2.3 確保職員遵守秩序及員工紀律，尤其注重職員服務公眾時所持的態度。
- 2.4 就所屬服務之招聘、調職及接納職員離職等事宜，向人力資源辦公室作出建議。及就社會工作服務部之職員升遷及解僱事宜，向社會工作服務部長作出建議。
- 2.5 提昇和培養所管轄單位的員工士氣及團隊精神。
- 2.6 保存現職職員合適的人事紀錄。

3. 財政

- 3.1 為整個服務制定及建議每年的財政預算；並向政府及其他基金建議及制定撥款申請書。

3.2 根據每年通過的財政預算，監察服務的收入及審批服務的支出，並知會社會工作服務部長所有明顯的支出。

4. 代表機構

4.1 帶領發展服務實踐方向；並就所屬服務有關之事宜，代表明愛與政府部門及專業團體進行會議。

4.2 擔任所屬服務的公共關係負責人。

5. 一般職務

5.1 在有需要時向社會工作服務部長提交所屬服務的財政、統計及進度報告。

5.2 定期與不同服務單位舉行會議以增進彼此間之合作；將總部通告、備忘及消息傳遞與各單位，並同時收集同工之意見。

5.3 負責所管轄單位的內部維修、設備的保養及保安，如有任何未有包括在財政預算之內的大型維修或設施添置，必須事先諮詢總部及社會工作服務部長。

5.4 履行社會工作服務部長認為有需要的工作。

6. 其他

執行由社會工作服務部長／機構所指派的職務。

D. 個人發展：

需增強與職務有關的專業知識及技能。

E. 行為守則：

1. 必須遵守機構之員工守則及附於聘約後的服務條款。

2. 必須為註冊社工，遵照專業社工之守則，時刻以專業態度行事。

明愛青少年及社區服務

1999年12月

修訂於2004年1月13日、2007年11月1日

Caritas – Hong Kong
Youth & Community Service
Job Description for Service Head (SSWO)

A. Position Summary

The overall role of the Service Head is to administer and develop the Service(s) under his/her supervision, to lead and manage staff of the Service(s), and be responsible for the financial management of the Service(s), so as to provide quality service in accordance with the aim and objectives of Caritas.

B. Accountability

The Service Head is accountable to the Director of Social Work Services of Caritas – Hong Kong.

C. Key Roles and Responsibilities

To administer programmes for effective provision of quality service in accordance with the policies established by the Board of Management of Caritas – Hong Kong; and to report to the Director of Social Work Services in regard to overall activities.

1. Planning and Development

- 1.1 To formulate a five-year plan for the development of the services and establish the related organization, structure and implementation plan.
- 1.2 To plan, develop, monitor and evaluate all activities and staff performance to ensure the greatest benefits for service target and the society.
- 1.3 To plan and develop new programmes and new service models in response to the changing societal needs; consult Local Service Coordinator if needed.
- 1.4 To assist Director of Social Work Services / other Service Heads to promote services/activities, especially when they are of cross-disciplinary or cross-Service nature; encourage and facilitate the cooperation among different Services, divisions and the parish.

2. Human Resources Management

- 2.1 To manage and supervise mid-level staff of all service units, including Social Work Supervisors and Worker-in-Charge.
- 2.2 To encourage, arrange and facilitate staff development and recommend staff for training with Agency's sponsorship in order to upgrade service quality.
- 2.3 To ensure all staff comply with discipline and order, special attention should be paid to the attitude towards the public when staff are discharging their duties.
- 2.4 To advise the Human Resources Office as regards the recruitment, job deployment and staff leave for the services under his/her supervision; and advise the Director of Social Work Services as regards the promotion and dismissal of staff in the Division.
- 2.5 To enhance and cultivate staff morale and team spirit of the service units under his/her supervision.

2.6 To keep personnel record of the current staff.

3. Finance

3.1 To propose and formulate annual budget for the whole service; and to formulate proposal to solicit funding from the government and other sources.

3.2 To monitor service income and approve service expenditure in accordance with the approved annual budget; and notify Director of Social Work Services of large expenses.

4. Agency's Representative

4.1 To lead the development of services; and to represent Caritas in meetings with government departments and professional groups as regards matters of the services under his/her supervision.

4.2 To be responsible for the public relation of the services under his/her supervision.

5. General Duties

5.1 To submit finance, statistics and progress reports to Director of Social Work Services if necessary.

5.2 To hold regular meeting with different service units to enhance cooperation; to forward notices, memos and messages from the Headquarters to the various service units and collect opinions from the staff.

5.3 To be responsible for the maintenance of the property and equipment and security of the service units under his/her supervision; for any large scale maintenance or asset procurement unaccounted for in the budget, advance consultation with the Headquarters and Director of Social Work Services must be sought.

5.4 To carry out work as deemed necessary by the Director of Social Work Services.

6. Others

To carry out other duties as assigned by the Director of Social Work Services / the Agency.

D. Personal Development

The worker needs to regularly strengthen the professional knowledge and skills related to his / her duties.

E. Code of Conduct

1. When discharging duties, the worker is required to comply with the rules and regulations stated in the Employee Handbook of Caritas – Hong Kong and the terms and conditions of service attached to the employment contract.

2. The worker must be a registered social worker and act in a professional manner in accordance with the code of ethics and practices of the Social Work Profession.

Caritas Youth and Community Service

December 1999

Revised on 13 January 2004, 1 November 2007

香港明愛
青少年及社區服務
社會工作督導主任（社會工作主任）職責說明

A. 職位概要：

明愛青少年及社區服務之社會工作督導主任之職能是協助服務總主任制定計劃推動青少年及社區服務之發展，督導及帶領所負責之單位／團隊，依據機構宗旨及目標，並配合社區之需要，提供優質之服務，以加強青少年及社區解決問題的能力，發展個人的才能。

B. 工作交代：

向香港明愛青少年及社區服務總主任負責。

C. 主要職務及責任：

1. 策劃與督導

1.1 服務層面

- 1.1.1 協助服務總主任作整體策劃及服務發展。
- 1.1.2 協助服務總主任制定政策推動。
- 1.1.3 推動、建議、組織及監察創新計劃以試驗新的工作方法。
- 1.1.4 進行調查研究及檢討以評估社區的需要。

1.2 單位層面

- 1.2.1 根據機構及所屬服務的宗旨和目標，協助所督導的單位／團隊策劃、實施、協調及評估其工作。
- 1.2.2 督導單位／團隊訂立指標以評估服務，並監察所提供之服務以提高服務水平。
- 1.2.3 督導單位／團隊實踐創新計劃以滿足新的社會需要。

2. 行政管理

2.1 行政工作

- 2.1.1 撰寫工作計劃。
- 2.1.2 撰寫工作報告及統計報告。
- 2.1.3 參閱檔案文件。
- 2.1.4 督導單位製備檔案紀錄及系統以確保所有文件均載有最新資料並適當存檔。

2.2 財政

- 2.2.1 製定每年的財政預算。
- 2.2.2 控制開支，確保單位依據預算運作，不會超支。

- 2.2.3 根據機構的指引，審批由各服務單位所作之支付及購買項目。
- 2.2.4 通過及批准由服務單位所撰寫的計劃申請書以向外界或地區基金申請撥款。

2.3 委員會工作／聯合工作計劃

- 2.3.1 推動及協調單位之諮詢委員會會務。
- 2.3.2 管理、協調及執行青少年及社區服務各委員會之事工及聯合工作計劃。

2.4 內部溝通

- 2.4.1 向員工解釋機構的政策。
- 2.4.2 向行政人員反映員工的意見，需要及期望。
- 2.4.3 促進及發展本服務與明愛其他社會服務單位及其他部門的合作關係，以改善資源的運用及為社會提供整合的服務。

3. 人力資源管理

3.1 服務層面

- 3.1.1 知會服務總主任有關員工編制的需要
- 3.1.2 協助招聘及挑選員工
- 3.1.3 策劃及推行員工發展工作
- 3.1.4 負責新入職員工的輔導工作
- 3.1.5 推薦員工參與正式訓練及接受機構進修贊助

3.2 計劃層面

- 3.2.1 負責督導員工及評估其工作表現
- 3.2.2 督導及訓練單位主任執行其職責，包括建立團隊精神促進合作和溝通。協助促進團隊合作及分享。
- 3.2.3 出席員工會議
- 3.2.4 協助單位員工分配工作
- 3.2.5 監督社工實習學員

4. 直接服務

- 4.1 處理複雜問題包括危機介入、策劃試驗計劃或較複雜之個案、前線服務。
- 4.2 策劃及推行大型活動，例如中央活動，單位推廣活動等。

5. 聯絡及公共關係

- 5.1 代表服務參與政府及非政府機構的委員會。

5.2 公共關係：

5.2.1 接受傳媒訪問

5.2.2 出席典禮

5.2.3 接待來賓

5.2.4 與其他機構接觸和合作

5.2.5 向公眾及有關組織推廣單位／機構之服務及處理公眾對服務之意見。

6. 其他

6.1 執行由服務總主任/機構所指派的其他職務。

D. 個人發展：

經常增強與職務有關的專業知識及技能。

E. 行為守則：

1. 必須遵守機構之員工守則及附於聘約後的服務條款。
2. 必須為註冊社工，遵照專業社工之守則，時刻以專業態度行事。

明愛青少年及社區服務

2007年11月1日

Caritas – Hong Kong
Youth & Community Service
Job Description for Social Work Supervisor (SWO)

A. Position Summary

The overall role of the Social Work Supervisor is to assist the Service Head in formulating plan to develop youth and community services, supervise and lead the corresponding service unit/team to provide quality services for the youth and community to strengthen problem solving ability and develop personal potential, in accordance with the Agency's aim and objectives and community needs.

B. Accountability

The Social Work Supervisor is accountable to the Head of Caritas Youth & Community Service.

C. Key Roles and Responsibilities

1. Planning and Monitoring

1.1 Service Level

- 1.1.1 To assist the Service Head in the overall planning and development of the services.
- 1.1.2 To assist the Service Head in formulating policy advocacy.
- 1.1.3 To encourage, advise, organize and monitor innovative programmes to experiment new work models.
- 1.1.4 To conduct survey and study to evaluate community needs.

1.2 Unit Level

- 1.2.1 To assist the service unit/team under his/her supervision in planning, implementing, coordinating and assessing the work in accordance with the aim and objectives of the Agency.
- 1.2.2 To supervise the service unit/team in setting up indicators for service evaluation and to monitor the delivery of services in order to improve service standard.
- 1.2.3 To supervise the service unit/team in implementing innovative programmes to fulfil new social needs.

2. Administration and Management

2.1 Administration

- 2.1.1 Proposal writing
- 2.1.2 Report writing and statistics compilation
- 2.1.3 Files reading
- 2.1.4 Supervision of the setting up of proper file recording system to ensure all documents are updated and saved.

2.2 Finance

- 2.2.1 To prepare annual budget.
- 2.2.2 To monitor unit expenses according to budget approved without over-spending.
- 2.2.3 To approve programme budgets and procurement of the units in accordance with the financial guidelines of the Agency.
- 2.2.4 To approve project proposals prepared by the service units to solicit district/social funds.

2.3 Committee Work/Joint Work

- 2.3.1 To facilitate and coordinate advisory committee matters of the service units.
- 2.3.2 To manage, coordinate and implement the work and joint work of the committees under Youth & Community Service.

2.4 Internal Communication

- 2.4.1 To explain Agency policies and work report to the staff.
- 2.4.2 To redirect the views, needs and expectation of the staff to administrative personnel.
- 2.4.3 To facilitate and develop cooperation between Youth and Community Service and other social work service units and divisions / services of Caritas, in order to have better use of resources and provide more integrated service for the society.

3. Human Resources Management**3.1 Service Level**

- 3.1.1 To inform the Service Head the need of staff deployment.
- 3.1.2 To assist in the recruitment and selection of staff.
- 3.1.3 To plan and implement staff development.
- 3.1.4 To be responsible for the counseling of new staff.
- 3.1.5 To recommend staff for formal training and Agency sponsorship for training.

3.2 Programme Level

- 3.2.1 To be responsible for staff supervision and evaluation.
- 3.2.2 To supervise and train Worker-in-charge in carrying out his/her duties, including the building of team spirit and facilitating of cooperation and communication. To assist the team to cooperate and share.
- 3.2.3 To attend staff meetings.
- 3.2.4 To assist in the allocation of work among service unit staff.
- 3.2.5 To supervise social work students in training.

4. Direct service

- 4.1 To handle complicated issues which include crisis intervention, experimental projects, and difficult cases and frontline services.
- 4.2 To plan and launch large scale programmes such as centralized activities and promotional activities of the service units.

5. External Liaison and Public Relations

- 5.1 To act as the representative of the Agency at various committees organized by both Government and voluntary agencies.
- 5.2 Public Relations:
 - 5.2.1 Media interviews
 - 5.2.2 Attending ceremonies
 - 5.2.3 Receiving visitors and V.I.P.s
 - 5.2.4 Contact and cooperation with other agencies
 - 5.2.5 To promote the services of the service units/Agency to the public and related agencies and handle public opinions on the services provided.

6. Others

To carry out other duties as assigned by Service Head / the Agency.

D. Personal Development

The worker needs to regularly strengthen the professional knowledge and skills related to his / her duties.

E. Code of Conduct

1. When discharging duties, the worker is required to comply with the rules and regulations stated in the Employee Handbook of Caritas – Hong Kong and the terms and conditions of service attached to the employment contract.
2. The worker must be a registered social worker and act in a professional manner in accordance with the code of ethics and practices of the Social Work Profession.

香港明愛
青少年及社區服務
小學輔導服務督導主任職責說明

A. 職位概要

小學輔導服務旨在提供專業的社工服務，特別幫助在發展過程和適應校園生活方面遇到困難的學生，讓他們充份發揮潛能。小學輔導服務督導主任的整體角色是帶領小學輔導人員，為學生提供多方面的服務，並與學校、家庭、明愛服務單位和本地的社區團體攜手合作，幫助學生充份發揮潛能、建立積極人生觀、提升解決問題技巧和為他們爭取足夠的教育機會。督導主任將與小學輔導人員緊密合作，為學校計劃和提供服務。

B. 工作交代

小學輔導服務督導主任需向青少年及社區服務總主任或其代表負責。

C. 主要職務及責任

1. 計劃行政和管理

- 1.1 協助服務總主任策劃及發展小學輔導服務
- 1.2 制定小學輔導服務的相關政策
- 1.3 計劃
 - 1.3.1 策劃項目
 - 1.3.2 撰寫計劃書
- 1.4 研究和評估
- 1.5 文書工作
 - 1.5.1 撰寫報告
 - 1.5.2 評閱文件
- 1.6 通信
 - 1.6.1 內部 -- 機構和總部的其它服務單位
 - 1.6.2 外部 -- 例如：回覆外界查詢
- 1.7 財政管理
 - 1.7.1 準備預算案
 - 1.7.2 控制開支
 - 1.7.3 運用撥款申請
- 1.8 協調計劃
- 1.9 委員會工作
- 1.10 招聘員工
- 1.11 資源發展，例如：財政、人力等
- 1.12 為職員分派工作
- 1.13 監察和提高服務質素

2. 督導

- 2.1 下屬；
- 2.2 同輩小組；
- 2.3 學生；
- 2.4 職員評估；

3. 職員發展

- 3.1 內部
 - 組織職員發展課程
 - 為新職員組織簡介會
- 3.2 外部
 - 參加研討會、工作坊、會議等
 - 進深訓練，例如：校外進修課程

4. 前線服務

- 4.1 處理複雜問題：
 - 危機應變；
 - 實驗性項目；
 - 處理人事問題。
- 4.2 開拓計劃，例如組織中央活動、出席學校會議、推廣計劃等
- 4.3 出席學校活動

5. 對外協調和聯繫

- 5.1 在政府和非政府機構的委員會中作機構的代表
- 5.2 代表非政府機構參與檢討和制定政策

6. 其他

- 6.1 公共關係：
 - 傳媒；
 - 出席典禮；
- 6.2 招待訪客：
 - 學校人員；
 - 其他機構；
- 6.3 發表演講
- 6.4 當負責的職員放假時監察「小學輔導服務」的運作
- 6.5 作聯絡人

D. 個人發展

經常增強與職務有關的專業知識及技能。

E. 行為守則

- 1. 必須遵守機構之員工守則及附於聘約後的服務條款。
- 2. 必須為註冊社工，遵照專業社工之守則，時刻以專業態度行事。

明愛青少年及社區服務

2006年5月

修訂於2008年1月

Caritas – Hong Kong
Youth & Community Service
Job Description for Supervisor of Primary School Guidance Service

A. Position Summary

Primary School Guidance Service aimed at providing professional social work service to help students in relation to their development process and/or their adjustment to school life in particular to those who may face difficulties in these aspects, and to help students develop their potentials to the fullest. The overall role of the Supervisor of Primary School Guidance Service is to lead a group of Student Guidance Personnel, providing a wide spectrum of services to students, working in collaboration with school, family, Caritas service units and local community systems, with the aims to helping students develop their full potentials and positive life value, enhancing their problem solving skills, and advocating for adequate education opportunities for them. The Supervisor will work closely with Student Guidance Personnel to plan and implement services to the school.

B. Accountability

The Supervisor of Primary School Guidance Service is accountable to the Head of Youth & Community Service, or his/her delegate.

C. Key Roles and Responsibilities

1. Planning Administration and Management:

- 1.1 To assist the Service Head in the overall planning and development of the Student Guidance Service in Primary School.
- 1.2 Policy formulation
- 1.3 Planning
 - 1.3.1 Project planning
 - 1.3.2 Proposal writing
- 1.4 Research and evaluation
- 1.5 Paper work
 - 1.5.1 Report writing
 - 1.5.2 Files reading
- 1.6 Communication
 - 1.6.1 Internal – with other service teams of the agency and Headquarters
 - 1.6.2 External – e.g. correspondence
- 1.7 Financial Management
 - 1.7.1 Budgetary preparation

- 1.7.2 Expenditure control
- 1.7.3 Subvention exercise
- 1.8 Coordination of programmes
- 1.9 Committees work
- 1.10 Staff recruitment
- 1.11 Resources developments e.g. finance, manpower, etc.
- 1.12 Allocation of tasks among staff
- 1.13 Monitoring the delivery of services and improving service standard

2. Supervision

- 2.1 With sub-ordinates;
- 2.2 With peer groups;
- 2.3 With students;
- 2.4 Staff evaluation;

3. Staff Development

- 3.1 Internal
 - Organizing staff development programmes;
 - Organizing orientation sessions for new staff
- 3.2 External
 - Attending seminars, workshops, conferences etc.
 - Further training e.g. Extra-mural courses.

4. Direct Service

- 4.1 Handling complicated issues:
 - Crisis intervention;
 - Experimental projects;
 - Handling difficult personalities.
- 4.2 Launching of programmes such as organizing centralized activities, attending school meetings, programmes publicity etc.
- 4.3 Attending school programmes.

5. External Co-ordination and Liaison

- 5.1 Acting as the representative of the agency at various committees organized by both Government and non-government organizations.
- 5.2 Acting as delegate of non-government organizations for policy review and formulation.

6. Others

- 6.1 Public relations:
 - with press;
 - Attending ceremonies;

- 6.2 Entertaining visitors: - With school personnel;
- With other agencies.
- 6.3 To give talks.
- 6.4 To overlook Student Guidance Service when the responsible staff is / are on leave.
- 6.5 Acting as reference.

D. Personal Development

The worker needs to regularly strengthen the professional knowledge and skills related to his / her duties.

E. Code of Conduct

- 3. When discharging duties, the worker is required to comply with the rules and regulations stated in the Employee Handbook of Caritas – Hong Kong and the terms and conditions of service attached to the employment contract.
- 4. The worker must be a registered social worker and act in a professional manner in accordance with the code of ethics and practices of the Social Work Profession.

Caritas Youth & Community Service

May 2006

Revised in January 2008

香港明愛
青少年及社區服務
單位主任職責說明

A. 職位概要：

明愛青少年及社區服務單位主任之職能是領導單位之團隊評估社區／服務使用者之需要，並按機構之目標宗旨，提供適切及優質服務，以滿足社區／服務使用者之需要，並在社會工作督導主任委派下，出席地區之會議，推廣單位之服務及建立機構形象，與地區之人士、組織及政府部門保持合作溝通的關係。

B. 工作交代：

向所屬服務單位之社會工作督導主任負責。

C. 主要職務及責任：

1. 策劃及督導

- 1.1 領導團隊評估社區／服務使用者之需要，並製定單位年度工作計劃；
- 1.2 協調單位服務之進度及監察服務質素；
- 1.3 評估及檢討單位之服務之成效，並不斷作出改善；
- 1.4 定期舉行職員會議監察服務進度。

2. 管理及行政

- 2.1 製定單位年度財政預算並依據批核之預算控制開支；
- 2.2 依據財政指引審批職員之活動預算及管理單位之財政；
- 2.3 草擬活動計劃書申請地區／社會基金；
- 2.4 處理及跟進往來之文件確保單位一切之活動、人事及服務紀錄能妥善存檔；
- 2.5 管理單位一切事務以確保單位能達至服務質素標準。

3. 員工管理

- 3.1 協助團隊理解機構目標及宗旨；
- 3.2 推動團隊精神、溝通和合作；
- 3.3 協助團隊分工；
- 3.4 督導單位職員推行優質服務，每年評估各職員之工作表現評估及提交報告；
- 3.5 管理單位之人事工作及依據人事管理指引批核職員之病假、大假之申請與及推薦員工進修、晉升之申請。在有需要時，諮詢社會工作督導主任或總部之意見。

4. 前線服務

- 4.1 策劃及推行所訂定的服務；
- 4.2 策劃及組織小組，協助小組訂立目標及完成所建議之計劃，促進組員透過小組歷程發展潛能；
- 4.3 提供輔導服務與服務使用者；
- 4.4 依據「津助及服務協議」策劃及推行服務。

5. 內部溝通

- 5.1 促進員工與機構內部之溝通；
- 5.2 推動與機構不同部門互相合作以提供整合服務。

6. 社區關係

- 6.1 出席地區之會議；
- 6.2 推動單位與地區人士、組織及政府部門合作關係，推廣及建立機構在地區之形象；
- 6.3 協助地區人士、組織及政府部門了解機構之服務目標及政策。

7. 其他

執行由社會工作督導主任所指派之其他職務，包括督導實習社工之工作。

D. 個人發展：

經常增強與職務有關的專業知識及技能。

E. 行為守則：

1. 必須遵守機構之員工守則及附於聘約後的服務條款。
2. 必須為註冊社工，遵照專業社工之守則，時刻以專業態度行事。

明愛青少年及社區服務

1999年12月

修訂於2007年11月1日

Caritas – Hong Kong
Youth & Community Service
Job Description for Worker-in-charge

A. Position Summary

The overall role of the Worker-in-charge (WIC) is to lead the service unit to access the needs of the community/service users, and provide suitable and quality services for the community/service users in accordance with the objectives of the respective service; to attend district meetings as delegated by the Social Work Supervisor (SWO) to promote the unit services, establish Agency image, and maintain communication and cooperation among residents, groups and government departments in the locality.

B. Accountability

The WIC is accountable to the Social Work Supervisor (SWO) of the respective service unit.

C. Key Roles and Responsibilities

1. Planning and monitoring

- 1.1 To lead the service unit to assess the needs of the community/service users and to formulate annual work plan to meet the needs.
- 1.2 To coordinate unit services and monitor service quality.
- 1.3 To evaluate the effectiveness of the services for quality improvement.
- 1.4 To hold regular staff meetings to monitor service progress.

2. Management and Administration

- 2.1 To prepare annual budget and monitor expenses according to budget approved.
- 2.2 To approve programme budgets and manage service unit's expenditure in accordance with the financial guidelines.
- 2.3 To prepare project proposals to solicit district/territory-wide funds.
- 2.4 To handle and follow up correspondences to ensure proper recording of all programmes, personnel and services of the service unit.
- 2.5 To manage all service unit matters to ensure quality services.

3. Staff Management

- 3.1 To assist the team to understand the aim and objectives of the Agency.
- 3.2 To foster team spirit, communication and cooperation.
- 3.3 To help set up division of labour among the team.
- 3.4 To supervise service unit staff in providing quality service; to assess staff performance and submit report annually.
- 3.5 To manage service unit personnel matters; to approve sick leave and vacation of staff and to recommend staff training and promotion in accordance with personnel management guidelines. Seek advice from the Social Work Supervisor or the headquarters as required.

4. Direct Service

- 4.1 To design and implement the planned services.
- 4.2 To plan and organize groups, and help the groups to set up objectives and complete the planned programmes. Encourage group members to develop their potential through the group adventure.
- 4.3 To provide counselling for service users.
- 4.4 To plan and implement services in accordance with “Funding and Service Agreement”.

5. Internal Communication

- 5.1 To facilitate communication between the staff and the Agency.
- 5.2 To promote cooperation among different Divisions of the Agency for integrated services.

6. Community Liaison

- 6.1 To attend district meetings.
- 6.2 To foster cooperation among community groups, organizations and government departments to establish and promote Agency image in the community.
- 6.3 To enhance understanding of the Agency's objectives and policies among community groups, organizations and government departments.

7. Others

Any other duties as assigned by the Social Work Supervisor include supervision of social work student in training.

D. Personal Development

The worker needs to regularly strengthen the professional knowledge and skills related to his / her duties.

E. Code of Conduct

1. When discharging duties, the worker is required to comply with the rules and regulations stated in the Employee Handbook of Caritas – Hong Kong and the terms and conditions of service attached to the employment contract.
2. The worker must be a registered social worker and act in a professional manner in accordance with the code of ethics and practices of the Social Work Profession.

Caritas Youth and Community Service

December 1999

Revised on 1 November 2007

香港明愛
青少年及社區服務
社區中心助理社會工作主任職責說明

A. 職位概要：

明愛青少年及社區服務助理社會工作主任之職能是協助單位之團隊評估社區／服務使用者之需要，並按機構之目標宗旨，提供適切及優質服務，以滿足社區／服務使用者之需要。並在社會工作督導主任委派下，出席地區之會議，推廣單位之服務及建立機構形象，與地區之人士、組織及政府部門保持合作溝通的關係。

B. 工作交待：

向所屬單位之社會工作督導主任負責。

C. 主要職務及責任：

1. 策劃及督導

- 1.1 領導團隊評估社區／服務使用者之需要，並製定單位年度工作計劃；
- 1.2 協調單位服務之進度及監察服務質素；
- 1.3 評估及檢討單位之服務之成效，並不斷作出改善；
- 1.4 主持／參與職員會議監察服務進度。
- 1.5 協助單位草擬活動計劃書申請地區／社會基金；

2. 員工管理

- 2.1 協助團隊理解機構目標及宗旨；
- 2.2 推動團隊精神、溝通和合作；
- 2.3 協助團隊分工；
- 2.4 由社會工作督導主任指派督導單位職員，推行優質服務，每年評估各職員之工作表現及提交報告；

3. 前線服務

- 3.1 策劃及推行所訂定的服務；
- 3.2 策劃及組織小組，協助小組訂立目標及完成所建議之計劃，促進組員透過小組歷程發展潛能；
- 3.3 提供輔導服務予服務使用者；
- 3.4 提供轉介服務予服務使用者；
- 3.5 依據「津助及服務協議」策劃及推行服務。

4. 內部溝通

- 4.1 促進員工與機構內部之溝通；

4.2 推動與機構不同部門互相合作以提供整合服務。

5. 社區關係

5.1 由社會工作督導主任委派出席地區之會議；

5.2 推動單位與地區人士、組織及政府部門之合作關係，推廣及建立機構在地區之形象；

5.3 協助地區人士、組織及政府部門了解機構之服務目標及政策。

6. 其他

執行由社會工作督導主任所指派之其他職務，包括督導實習社工之工作。

D. 個人發展：

經常增強與職務有關的專業知識及技能。

E. 行為守則：

1. 必須遵守機構之員工守則及附於聘約後的服務條款。

2. 必須為註冊社工，遵照專業社工之守則，時刻以專業態度行事。

明愛青少年及社區服務

2007年12月

Caritas – Hong Kong
Youth & Community Service
Job Description for ASWO of Community Centre (CC)

A. Position Summary

The overall role of the ASWO of the CC is to assist the service unit to access the needs of the community/service users, and provide suitable and quality services for the community/service users in accordance with the objectives of the CC; to attend district meetings as delegated by the Social Work Supervisor (SWO) to promote the unit services, establish Agency image, and maintain communication and cooperation among residents, groups and government departments in the locality.

B. Accountability

The ASWO is accountable to the Social Work Supervisor (SWO) of the service unit.

C. Key Roles and Responsibilities

1. Planning and monitoring

- 1.1 To lead the service unit to assess the needs of the community/service users and to formulate annual work plan to meet the needs.
- 1.2 To coordinate unit services and monitor service quality.
- 1.3 To evaluate the effectiveness of the services for quality improvement.
- 1.4 To hold / attend staff meetings to monitor service progress.
- 1.5 To assist unit to prepare project proposals to solicit district/territory-wide funds.

2. Staff Management

- 2.1 To assist the team to understand the aim and objectives of the Agency.
- 2.2 To foster team spirit, communication and cooperation.
- 2.3 To help set up division of labour among the team.
- 2.4 As assigned by the Social Work Supervisor, to supervise service unit staff in providing quality service; to assess staff performance and submit report annually.

3. Direct Service

- 3.1 To design and implement the planned services.
- 3.2 To plan and organize groups, and help the groups to set up objectives and complete the planned programmes. Encourage group members to develop their potential through the group adventure.

- 3.3 To provide counseling service for service users.
- 3.4 To provide referral service for service users.
- 3.5 To plan and implement services in accordance with “Funding and Service Agreement”.

4. Internal Communication

- 4.1 To facilitate communication between the staff and the Agency.
- 4.2 To promote cooperation among different Divisions of the Agency for integrated services.

5. Community Liaison

- 5.1 As assigned by the Social Work Supervisor to attend district meetings.
- 5.2 To foster cooperation among community groups, organizations and government departments to establish and promote Agency image in the community.
- 5.3 To enhance understanding of the Agency's objectives and policies among community groups, organizations and government departments.

6. Others

Any other duties as assigned by the Social Work Supervisor including supervision of social work students in training.

D. Personal Development

The worker needs to regularly strengthen the professional knowledge and skills related to his / her duties.

E. Code of Conduct

1. When discharging duties, the worker is required to comply with the rules and regulations stated in the Employee Handbook of Caritas – Hong Kong and the terms and conditions of service attached to the employment contract.
2. The worker must be a registered social worker and act in a professional manner in accordance with the code of ethics and practices of the Social Work Profession.

香港明愛
青少年及社區服務
綜合兒童及青少年服務中心
助理社會工作主任職責說明

A. 職位概要：

綜合兒童及青少年服務中心助理社會工作主任的職能是利用不同的工作模式組織核心及非核心計劃，以支援和促進兒童及青少年之個人及社交發展，令他/她們成為愉快、成熟、負責任和對社會有貢獻的一份子。另外，助理社會工作主任須與其他重要的人士和體系合作，創造有利青少年發展的環境。在社會工作督導主任之委任下，助理社會工作主任須提供駐校社工服務。

B. 工作交代：

向所屬服務單位之社會工作督導主任負責。

C. 主要職務及責任：

1. 策劃及督導

- 1.1 與綜合兒童及青少年服務中心合作評估社區內青少年之需要，並製定相應之工作計劃。
- 1.2 執行工作計劃及督導所有活動之進展。
- 1.3 檢討計劃和服務之成效以作改善。

2. 前線服務

- 2.1 根據綜合兒童及青少年服務中心之工作計劃和社會工作督導主任之委任，採用各種工作模式，包括：街頭工作、中心工作和駐校工作。
- 2.2 根據擬定目標提供優質服務，組織核心及非核心計劃。
- 2.3 根據綜合兒童及青少年服務中心的「津貼及服務協議」所定之目標與質量指標，為青少年提供輔導和小組、學校及社區活動計劃。
- 2.4 為青少年、家長及社區提供資訊和諮詢，以讓其善用社區資源滿足所需。
- 2.5 在社會工作督導主任之委任下，提供駐校社工服務(參考學校社工之職能範圍)。

3. 社區聯繫

- 3.1 協助社會工作督導主任推廣明愛及其服務之形象。
- 3.2 參與地區工作小組之聯合活動以推廣青少年服務。
- 3.3 在社會工作督導主任之委任下，參與地區工作小組/委員會。
- 3.4 接受與青少年服務有關之講座和演說邀請。
- 3.5 與政府部門、非政府組織及其他明愛服務單位協作提供青少年服務。

4. 行政

- 4.1 有關之文書工作，包括計劃書、財政預算、工作記錄及報告，並確保所有文件更新和合適存檔。
- 4.2 擬活動計劃書向指定之地區及全港性基金申請撥款。
- 4.3 依據社會工作督導主任通過之財政預算監察活動開支，並根據會計程序處理活動財政。
- 4.4 根據工作計劃所需，成為綜合兒童及青少年服務中心之工作小組、小團隊以及特別計劃的召集人。
- 4.5 在社會工作督導主任的委任下，執行督導工作。

5. 其他

執行由社會工作督導主任所指派之其他職務，包括督導實習社工之工作。

E. 個人發展：

經常增強與職務有關的專業知識及技能。

F. 行為守則：

1. 必須遵守機構之員工守則及附於聘約後的服務條款。
2. 必須為註冊社工，遵照專業社工之守則，時刻以專業態度行事。

明愛青少年及社區服務

2000年4月

修訂於2007年11月1日

Caritas – Hong Kong
Youth & Community Service
Job Description for ASWO of
Integrated Children and Youth Services Centre (ICYSC)

A. Position Summary

The overall role of the ASWO of the ICYSC is to utilize different work approaches to organize core and non-core programmes to support and facilitate the personal and social development of the children and youth to be happy, mature, responsible and contributing members of society. In addition, the ASWO should collaborate with other significant persons or systems to enhance a supportive environment for youth development. Moreover, when assigned by the Social Work Supervisor, the ASWO will station in school to provide school social work services.

B. Accountability

The ASWO is accountable to the Social Work Supervisor of the respective service unit.

C. Key Roles and Responsibilities

1. Planning and monitoring

- 1.1. To work with the ICYSC team to assess youth needs in the community and to formulate work plan to meet the needs.
- 1.2. To implement the work plan and to monitor the progress of all the programmes.
- 1.3. To evaluate the effectiveness of the programmes and the services for quality improvement.

2. Direct Service

- 2.1. To adopt various work approaches including street work, centre based work and stationing in school as required by the work plan of the ICYSC and as assigned by the Social Work Supervisor.
- 2.2. To provide quality service and organize core and non-core programmes according to the objectives set.
- 2.3. To provide counselling as well as to organize group, school and community projects for youth to meet the objectives and output standards of the Funding Service Agreement of the ICYSC.
- 2.4. To provide information and consultation to youth, parents and the community to utilize community resources to meet their needs.

-
- 2.5. As assigned by the Social Work Supervisor, ASWO will provide stationing school social work services to school. The job description for School Social Worker will be the reference for the ICYSC. worker when discharging his / her duties as school social worker.

3. Community Liaison

- 3.1. To assist the Social Work Supervisor to promote Agency and Service image.
- 3.2. To participate in local district working groups for joint projects to promote youth service.
- 3.3. To participate in district working groups/committees as assigned by the Social Work Supervisor.
- 3.4. To give talks and presentations related to youth services when invited.
- 3.5. To collaborate with government departments, NGOs and other Caritas service units to provide youth service.

4. Administration

- 4.1. To prepare all paper work related to services, including proposals, budgets, recordings and reports and to ensure that all paper work is up-to-date and filed appropriately.
- 4.2. To prepare project proposals to solicit local and territory-wide designated funds.
- 4.3. To monitor programme expenses according to budgets approved by the Social Work Supervisor and to handle the programme finance properly according to the accounting procedures.
- 4.4. To be the convener of working groups, sub-team and special projects of the IT as required by the work plan.
- 4.5. With delegation from the Social Work Supervisor, the social worker will be assigned to discharge supervisory duty.

5. Others

Any other duties as assigned by the Social Work Supervisor include supervision of social work student in training.

D. Personal Development

The worker needs to regularly strengthen the professional knowledge and skills related to his / her duties.

E. Code of Conduct

1. When discharging duties, the worker is required to comply with the rules and regulations stated in the Employee Handbook of Caritas – Hong Kong and the terms and conditions of service attached to the employment contract.
2. The worker must be a registered social worker and act in a professional manner in accordance with the code of ethics and practices of the Social Work Profession.

Caritas Youth and Community Service

April 2000

Revised on 1 November 2007

香港明愛
青少年及社區服務
地區青少年外展社會工作隊
助理社會工作主任職責說明

A. 職位概要：

明愛青少年及社區服務之外展隊助理社會工作主任的職能是協助策劃外展社會工作服務，執行合適之計劃，提供個人輔導以及動員社區資源幫助有需要的青少年。旨在讓有社會適應問題之青少年將其能量導向生命中正面之目標，並成為成熟和有責任感的社會公民。

B. 工作交待：

向社會工作督導主任或其委任之人員負責。

C. 主要職務及責任：

1. 策劃及督導

- 1.1 協助識別及評估社區之需要，並推薦合適之工作計劃。
- 1.2 協助評估現行外展隊服務之成效，並作合適之建議。

2. 前線工作

- 2.1 識別目標受助者。
- 2.2 透過建議、輔導、諮商、家訪及分享資訊等方式為個人/小組提供服務。
- 2.3 建立社區網絡，與家長、學校和社區合作提供優質服務。
- 2.4 組織季節性大型活動，如暑期活動。
- 2.5 提供轉介服務。
- 2.6 為青少年、家長及學校人員提供與服務有關之諮詢和培訓。
- 2.7 倡議讓青少年有足夠機會發展和融入社區。

3. 社區聯繫

- 3.1 協助社會工作督導主任推廣明愛及其服務之形象。
- 3.2 參與地區工作小組之聯合活動以推廣青少年服務。
- 3.3 在社會工作督導主任之委任下，參與地區工作小組/委員會。
- 3.4 接受與青少年服務有關之講座和演說邀請。
- 3.5 與政府部門、非政府組織及其他明愛服務單位協作提供青少年服務。

4. 行政

- 4.1 有關之文書工作，包括計劃書、財政預算、工作紀錄及報告，並確保所有文件更新和合適存檔。

- 4.2 擬活動計劃書向指定之地區及全港性基金申請撥款。
- 4.3 依據社會工作督導主任通過之財政預算監察活動開支，並根據會計程序處理活動財政。
- 4.4 根據工作計劃所需，成為地區青少年外展社會工作隊之工作小組、小團隊以及特別計劃的召集人。
- 4.5 在社會工作督導主任的委任下，執行督導工作。

5. 其他

- 5.1 執行由社會工作督導主任所指派之其他職務，包括督導實習社工之工作。

D. 個人發展：

經常增強與職務有關的專業知識及技能。

E. 行為守則：

1. 必須遵守機構之員工守則及附於聘約後的服務條款。
2. 必須為註冊社工，遵照專業社工之守則，時刻以專業態度行事。

明愛青少年及社區服務

2008年4月

Caritas – Hong Kong
Youth & Community Service
Job Description for ASWO of
District Youth Outreaching Social Work Team

A. Position Summary

The overall role of the ASWO of the District Youth Outreaching Team (YOT) is to assist in the planning of outreaching social work service, the implementation of appropriate programmes, the provision of individual guidance and the mobilization of community resources to help those young people who are in need. The aims are to enable the young people with social adjustment problems to direct their energies towards positive goals in life and to become mature and responsible members of society.

B. Accountability

The ASWO is accountable to the Social Work Supervisor or his / her delegate.

C. Key Roles and Responsibilities

1. Planning and monitoring

- 1.1 To assist in exploring and assessing the needs of the serving areas and to recommend appropriate programmes.
- 1.2 To assist in evaluating the existing services of the team and making appropriate recommendations.

2. Direct Service

- 2.1 To identify target groups
- 2.2 To render service to individuals and groups in the forms of advice, guidance, counseling, home visits, information giving, etc.
- 2.3 To establish community contacts and work in collaboration with parents, school system and the community to provide service.
- 2.4 To organize seasonal mass activities, e.g. summer programmes.
- 2.5 To make referrals.
- 2.6 To provide consultation and training to youth, parents and school personnel on issues related to the service.
- 2.7 To advocate adequate opportunities for youth development and their integration into the community.

3. Community Liaison

- 5.1. To assist the Social Work Supervisor to promote Agency and Service image.
- 5.2. To participate in local district working groups for joint projects to promote youth service.
- 5.3. To participate in district working groups/committees as assigned by the Social Work Supervisor.

- 5.4. To give talks and presentations related to youth services when invited.
- 5.5. To collaborate with government departments, NGOs and other Caritas service units to provide youth service.

4. Administration

- 4.1 To prepare all paper work related to services, including proposals, budgets, recordings and reports and to ensure that all paper work is up-to-date and filed appropriately.
- 4.2 To prepare project proposals to solicit local and territory-wide designated funds.
- 4.3 To monitor programme expenses according to budgets approved by the Social Work Supervisor and to handle the programme finance properly according to the accounting procedures.
- 4.4 To be the convener of working groups, sub-team and special projects of the IT as required by the work plan.
- 4.5 With delegation from the Social Work Supervisor, the social worker will be assigned to discharge supervisory duty.

5. Others

Any other duties as assigned by the Social Work Supervisor include supervision of social work student in training.

D. Personal Development

The worker needs to regularly strengthen the professional knowledge and skills related to his / her duties.

E. Code of Conduct

1. When discharging duties, the worker is required to comply with the rules and regulations stated in the Employee Handbook of Caritas – Hong Kong and the terms and conditions of service attached to the employment contract.
2. The worker must be a registered social worker and act in a professional manner in accordance with the code of ethics and practices of the Social Work Profession.

香港明愛
青少年及社區服務
濫用藥物者輔導中心
助理社會工作主任職責說明

A. 職位概要

明愛青少年及社區服務濫用藥物者輔導中心之助理社會工作主任的主要職能是協助策劃濫用藥物者輔導中心之工作計劃、為濫用藥物者提供個人及小組輔導、及為青少年及有濫藥危機的青少年及社區人士提供預防濫用藥物宣傳教育工作。

B. 工作交代

向社會工作督導主任或其委任人員負責。

C. 主要職務及責任

1. 策劃及督導

- 1.1 協助研究、評估服務地區之毒品／濫用藥物之問題及社區需要，並建議合適之工作計劃。
- 1.2 協助評估現行濫用藥物者輔導中心服務之成效，監督計劃進度，並提供合適的建議。

2. 前線服務

- 2.1 主要透過個人及小組輔導等不同工作手法，為青少年濫用藥物者（服務對象）提供輔導服務。
- 2.2 為服務對象的家人提供輔導及支援服務。
- 2.3 到青少年濫用藥物的黑點，主動結識他／她們，及早識別濫用藥物者，及早為他／她們提供輔導服務。在有需要時須深宵外展工作。
- 2.4 為學校及社區提供預防濫用藥物宣傳教育活動。
- 2.5 為教師、社工及準教師、準社工等青少年工作者提供專業培訓活動。
- 2.6 在辨識及協助濫用藥物者的過程中，須與相關的持份者，包括其他服務的社工、學校老師、醫護人員、警方等保持密切的合作。
- 2.7 負責輪流在中心當值，以接聽中心電話／熱線查詢，及負責接見求助個案。

3. 社區聯繫

- 3.1 協助社會工作督導主任推廣明愛及其服務之形象。
- 3.2 協助建立地區網絡，與家長、學校和社區團體共同為解決濫藥問題而一起努力。
- 3.3 在督導主任委派下參加地區層面的工作小組／委員會。
- 3.4 提供與青少年服務有關之講座和演說。
- 3.5 與政府部門，非政府組織及其他明愛服務單位協作提供青少年服務。
- 3.6 發掘社區資源以協助服務對象。

4. 行政工作

- 4.1 有關其職務的文書工作，包括計劃書、個案檔案、報告及統計資料，應按規定定期更新及妥善保存。
- 4.2 草擬活動計劃書，以備申請地區及全港性基金。
- 4.3 協助籌辦職員發展活動。
- 4.4 接受委派，擔任分隊隊長，工作小組召集人等職務。
- 4.5 在有需要時，協助社工督導主任督導員工。
- 4.6 在有需要時，協助社工督導主任管理中心的運作。

5. 其他

執行由社會工作督導主任所派之其他職務，包括督導實習社工之工作。

D. 個人發展

經常增強與職務有關的知識及技能。

E. 行為守則

1. 必須遵守機構之員工守則及附於聘約後的服務條款。
2. 必須為註冊社工，遵照專業社工之守則，時刻以專業態度行事。

明愛青少年及社區服務

2000年6月

2009年7月修訂

Caritas – Hong Kong
Youth & Community Service
Job Description for Assistant Social Work Officer (ASWO) of
Counselling Centre for Psychotropic Substance Abusers (CCPSA)

A. Position Summary

The overall role of the ASWO of CCPSA is to assist in the service planning of the CCPSA, to provide individual and group counseling to those psychotropic substance abusers and to young people who are at risk of abusing drugs; and to implement anti-drug programmes to the young people and the community as well.

B. Accountability

The ASWO is accountable to the Social Work Supervisor or his/her delegate.

C. Key Roles and Responsibilities

1. Planning and Monitoring

- 1.1 To assist in exploring and studying the needs and problems in relation to drug abuse in the service catchment area and to recommend appropriate programmes/services.
- 1.2 To assist in evaluating the services, to monitor the progress of projects and programmes and make appropriate recommendation.

2. Direct Service

- 2.1 To provide direct service to young drug abusers through different helping means, mainly individual counseling and group counseling services.
- 2.2 To provide counseling service and supportive programmes for family members of the clients.
- 2.3 To reach out to black spots frequently visited by young psychotropic substance abusers for timely and early intervention, and work overnight when needed.
- 2.4 To organize preventive education programmes for secondary schools and the community as well.
- 2.5 To provide professional training to professionals who are working with young people.
- 2.6 To maintain active collaboration with other stakeholders concerned, e.g. social workers of other services, schoolteachers, medical practitioners, police etc. in the identification and intervention process for the psychotropic substance abusers.
- 2.7 To rotate for intake duty and hotline service.

3. Community Liaison

- 3.1 To assist the Social Work Supervisor to promote Agency and Service image.
- 3.2 To assist in establishing community network and work closely with the community to tackle drug problems.
- 3.3 To participate in district working groups/committees as assigned by the Social Work Supervisor.
- 3.4 To give talks and presentations related to youth services.
- 3.5 To collaborate with government departments, NGOs and other Caritas service units to provide youth service.
- 3.6 To identify community resources which are beneficial to service users.

4. Administration

- 4.1 All paperwork, including proposals, case files, reports and statistics, should be up-to-dated and filed appropriately.
- 4.2 To prepare proposals to solicit local and territory-wide designated funds.
- 4.3 To assist in organizing staff development programmes.
- 4.4 To be the Team Leader of sub-team, convenor of workgroup as delegated.
- 4.5 To assist the supervisor to supervise part of the staff whenever needed.
- 4.6 To assist the supervisor in centre management whenever needed.

5. Others

Any other duties as assigned by the Social Work Supervisor include supervision of social work student in training.

D. Personal Development

The social worker needs to regularly strengthen one's professional knowledge and skill related to his/her duties.

E. Code of Conduct

1. When discharging duties, the worker is required to comply with the rules and regulations stated in the Employee Handbook of Caritas-Hong Kong and the terms and conditions of service attached to the employment contract.
2. The worker must be a registered social worker and act in a professional manner in accordance with the code of ethics and practices of the Social Work Profession.

Caritas Youth & Community Service

June 2000

Revised in July 2009

香港明愛
青少年及社區服務
學校社工 (附屬綜合兒童及青少年服務中心)
職責說明

A. 職位概要

學校社工的整體角色是與學校、家庭、明愛綜合兒童及青少年服務中心和本地社區團體攜手合作，向學生提供社工服務，目的是要幫助他們充份發揮潛能和建立積極人生觀，並為他們爭取足夠的教育機會。學校社工將附屬綜合兒童及青少年服務中心，並將與中心緊密合作，為學校計劃和推行服務。學校社工作為綜合兒童及青少年服務中心的一份子，也將根據年度方案去協調和組織單位的服務。

B. 工作交待

學校社工需向社會工作督導主任或其代表負責。

C. 主要職務及責任

1. 策劃、協調和督導

- 1.1 與學校教職員和綜合兒童及青少年服務中心之職員策劃服務以切合學生們的需要。
- 1.2 與學校緊密合作，運用和調動社區資源，藉以推行工作計劃。
- 1.3 評估計劃和服務的效果以提高質素。

2. 前線服務

- 2.1 向尋求協助的學生和家庭提供輔導。
- 2.2 處理新的個案、查詢和來自學校教職員、學生、家長和有關專業人士的轉介。
- 2.3 與學校體系、學校教職員、學生、家長和社區合作提供服務。
- 2.4 組織或協調小組、計劃和其他為學生和家庭提供的服務。
- 2.5 為學生、家長、學校教職員和家長教師會，就有關輔導和社工服務的問題提供諮詢和訓練。
- 2.6 按綜合兒童及青少年服務中心的年度計劃，為青少年成立小組和推行服務計劃。

3. 社區聯繫

- 3.1 與學校教職員、相關組織、政府部門和明愛各單位緊密合作以提供服務。
- 3.2 向有關部門說明學校社工服務。
- 3.3 被社會工作督導主任要求或委派時參加區域/學校工作小組。

4. 行政工作

- 4.1 準備所有與服務有關之文書工作，包括個案記錄、個案摘要、轉介、報告和統計資料。所有文書工作應及時完成和適當地歸檔。
- 4.2 準備計劃建議書以申請資助。
- 4.3 在工作計劃有需要時，擔任工作小組或特別項目的召集人。

5. 其他

- 5.1 執行由社會工作督導主任所指派之其他職務，包括督導實習社工之工作。

D. 個人發展

經常增強與職務有關的專業知識及技能。

E. 行為守則

1. 必須遵守機構之員工守則及附於聘約後的服務條款。
2. 必須為註冊社工，遵照專業社工之守則，時刻以專業態度行事。

明愛青少年及社區服務

2000年6月

修訂於2008年1月

Caritas – Hong Kong
Youth & Community Service
Job Description for School Social Worker
(Attachment Model to ICYSC)

A. Position Summary

The overall role of the School Social Worker is to provide social work services to students, working in collaboration with school, family, Caritas ICYSC and local community systems, with the aims to helping them develop their full potentials and positive life value, enhancing their problem solving skills, and advocating for adequate education opportunities for them. The School Social Worker will attach to a ICYSC and will work closely with the Centre to plan and implement services to the school. The School Social Worker, as one of the team members of the ICYSC, will also coordinate and organize centre's service according to the annual plan.

B. Accountability

The School Social Worker is accountable to the Social Work Supervisor (SWO) or his/her delegate.

C. Key Roles and Responsibilities

1. Planning, coordination and monitoring

- 1.1 To collaborate with school personnel and team members of ICYSC for planning services to meet the needs of the students.
- 1.2 To work closely with the school system, to mobilize and coordinate community resources for the implementation of the work plan.
- 1.3 To evaluate the effectiveness of the service for quality improvement.

2. Direct Services

- 2.1 To provide counseling service to students and their families seeking assistance.
- 2.2 To intake new cases, receive inquiries and referrals from school personnel, students, parents and related professional.
- 2.3 To work with school system, school personnel, students, parents and the community on service provision.
- 2.4 To organize or coordinate groups, programmes and other projects for students and families.
- 2.5 To provide consultation and training to students, parents, school personnel and parent-teachers association on issues related to counseling and social work services.
- 2.6 To organize groups and programmes for youth according to the annual plan of the ICYSC.

3. Community Liaison

- 3.1 To work closely with school personnel, relevant organizations, government departments and Caritas units for the provision of services.
- 3.2 To orientate parties concerned on school social work service.
- 3.3 To participate in district/school working groups as required or assigned by Social Work Supervisor.

4. Administration

- 4.1 To prepare all paper work related to service, including case records, case summaries, referrals, reports and statistics. All paperwork should be up-to-date and filed appropriately,
- 4.2 To prepare project proposal to solicit funding support.
- 4.3 To serve as the convener of working groups or special projects as required by the work plan.

5. Others

- 5.1 Any other duties as assigned by Social Work Supervisor include supervision of social work student in training.

D. Personal Development

The worker needs to regularly strengthen the professional knowledge and skills related to his / her duties.

E. Code of Conduct

1. When discharging duties, the worker is required to comply with the rules and regulations stated in the Employee Handbook of Caritas – Hong Kong and the terms and conditions of service attached to the employment contract.
2. The worker must be a registered social worker and act in a professional manner in accordance with the code of ethics and practices of the Social Work Profession.

Caritas Youth & Community Service

June 2000

Revised in January 2008

香港明愛
青少年及社區服務
青少年深宵外展服務
助理社會工作主任職責說明

A. 職位概要

明愛青少年及社區服務之青少年深宵外展服務助理社會工作主任的職能是致力策劃「青少年深宵外展服務」和推行合適的小組和計劃。最重要的是與在晚上十時至早上六時於指定社區留連街頭，又無意留在家中或庇護中心的青年保持不間斷和有效的聯繫。助理社會工作主任需透過提供個別輔導和運用社區資源去幫助這些年青人。另外，助理社會工作主任也需要提供跟進和支援服務，以免他們繼續在晚上留連街頭。

B. 工作交代

需向社會工作督導主任或其委任之人員負責。

C. 主要職務及責任

1. 策劃和監督

- 1.1 協助發掘和評估服務地區之需要並推薦合適的計劃。
- 1.2 協助評估現行深宵外展服務之成效並作適當之建議。

2. 前線服務

- 2.1 識別目標受助者。
- 2.2 透過建議、輔導、諮商、家訪及分享資訊等方式為個人/小組提供服務。
- 2.3 建立社區網絡，與家長、學校和社區合作提供優質服務。
- 2.4 組織季節性大型活動，如暑期活動。
- 2.5 提供轉介服務。
- 2.6 為青少年、家長及學校人員提供與服務有關之諮詢和培訓。
- 2.7 倡議讓青少年有足夠機會發展和融入社區。

3. 社區聯繫

- 3.1 協助社會工作督導主任推廣明愛及其服務之形象。
- 3.2 參與地區工作小組之聯合活動以推廣青少年服務。
- 3.3 在社會工作督導主任之委任下，參與地區工作小組/委員會。
- 3.4 接受與青少年服務有關之講座和演說邀請。
- 3.5 與政府部門、非政府組織及其他明愛服務單位協作提供青少年服務。

4. 行政

- 4.1 有關之文書工作，包括計劃書、財政預算、工作紀錄及報告，並確保所有文件更新和合適存檔。
- 4.2 擬活動計劃書向指定之地區及全港性基金申請撥款。
- 4.3 依據社會工作督導主任通過之財政預算監察活動開支，並根據會計程序處理活動財政。
- 4.4 根據工作計劃所需，成為青少年綜合服務之工作小組、小團隊以及特別計劃的召集人。
- 4.5 在社會工作督導主任的委任下，執行督導工作。

5. 其他

執行由社會工作督導主任所指派之其他職務，包括督導實習社工之工作。

D. 個人發展：

經常增強與職務有關的專業知識及技能。

E. 行為守則：

1. 必須遵守機構之員工守則及附於聘約後的服務條款。
2. 必須為註冊社工，遵照專業社工之守則，時刻以專業態度行事。

明愛青少年及社區服務

2009年1月

Caritas – Hong Kong
Youth & Community Service
Job Description for ASWO of
Overnight Outreaching Service for Young Night Drifters

A. Position Summary

The overall role of the ASWO of Overnight Outreaching Service for Young Night Drifter (YND) is to assist in the planning of YND, the implementation of appropriate groups, programmes, and most important of all to establish constant and workable contact with young people drifting around street corners in designated communities in night time between 10:00pm and 6:00am without intention to stay at home or proper shelter. Provision of individual guidance and the mobilization of community resources are required to help these young people. Follow-up referral and supportive services should also render for keeping them out of streets in nighttime.

B. Accountability

The ASWO is accountable to Social Work Supervisor or the respective service unit.

C. Key Roles and Responsibilities

1. Planning and monitoring

- 1.1. To assist in exploring and assessing the needs of the serving areas and to recommend appropriate programmes
- 1.2. To assist in evaluating the existing services of the team and making appropriate recommendations.

2. Direct Service

- 2.1. To identify target groups
- 2.2. To render service to individuals and groups in the forms of advice, guidance, counselling, home visits, information giving, etc.
- 2.3. To establish community contacts and work in collaboration with parents, school system and the community to provide service.
- 2.4. To organize seasonal mass activities, e.g. summer programmes.
- 2.5. To make referrals.
- 2.6. To provide consultation and training to youth, parents and school personnel on issues related to the service.
- 2.7. To advocate adequate opportunities for youth development and their integration into the community.

3. Community Liaison

- 3.1. To assist the Social Work Supervisor to promote Agency and Service image.
- 3.2. To participate in local district working groups for joint projects to promote youth service.

- 3.3. To participate in district working groups/committees as assigned by the Social Work Supervisor.
- 3.4. To give talks and presentations related to youth services when invited.
- 3.5. To collaborate with government departments, NGOs and other Caritas service units to provide youth service.

4. Administration

- 4.1 To prepare all paper work related to services, including proposals, budgets, recordings and reports and to ensure that all paper work is up-to-date and filed appropriately.
- 4.2 To prepare project proposals to solicit local and territory-wide designated funds.
- 4.3 To monitor programme expenses according to budgets approved by the Social Work Supervisor and to handle the programme finance properly according to the accounting procedures.
- 4.4 To be the convener of working groups, sub-team and special projects of the IT as required by the work plan.
- 4.5 With delegation from the Social Work Supervisor, the social worker will be assigned to discharge supervisory duty.

5. Others

Any other duties as assigned by the Social Work Supervisor include supervision of social work student in training.

D. Personal Development

The worker needs to regularly strengthen the professional knowledge and skills related to his / her duties.

E. Code of Conduct

1. When discharging duties, the worker is required to comply with the rules and regulations stated in the Employee Handbook of Caritas – Hong Kong and the terms and conditions of service attached to the employment contract.
2. The worker must be a registered social worker and act in a professional manner in accordance with the code of ethics and practices of the Social Work Profession.

香港明愛青少年及社區服務
成長的天空計劃(小學)團隊主任(助理社會工作主任)
職責說明

A. 職位概要

成長的天空計劃(小學)團隊主任的整體角色是要協助督導主任去管理「成長的天空計劃」的運作，並利用不同的方法去組織核心和非核心的成長的天空計劃(小學)項目以支持和促進兒童和青少年的個人和社交發展，讓他們成為社會上快樂、成熟、負責任和有貢獻的成員。此外，社工也應跟與其緊密關係的人士或團體共同合作，為兒童和青少年發展謀求一個更合適的成長環境。

B. 工作交待

成長的天空計劃(小學) 團隊主任需向負責「小學輔導服務」之督導主任負責。

C. 主要職務及責任

1. 策劃和督導

- 1.1 與督導主任一同策劃成長的天空計劃(小學)和其他社會工作計劃的投標工作。
- 1.2 帶領成長的天空計劃(小學)隊伍評估兒童和青少年的需要，以便制訂工作計劃去應付他們的需要。
- 1.3 帶領成長的天空計劃(小學)隊伍去推行成長的天空計劃(小學)和其他工作計劃，並監督所有計劃之進程。
- 1.4 評估計劃和服務的效果以提高質素。

2. 前線服務

- 2.1 在社區內的小學推行成長的天空計劃(小學)。
- 2.2 提供輔導，包括以兒童和青少年為服務對象，並與「小學輔導服務」目標一致的個案工作、小組工作和社區計劃。

3. 社區聯繫

- 3.1 協助督導主任推廣機構和服務形象。
- 3.2 為成長的天空計劃(小學)和其他社會工作計劃與學校教職員聯絡。
- 3.3 被督導主任委派時參加「青少年及社區服務」的工作小組或委員會。
- 3.4 被邀請時發表有關兒童和青少年問題的演講。

4. 行政工作

- 4.1 與成長的天空計劃(小學)隊伍合作準備所有關於服務的文書工作，包括建議書、預算案、記錄和報告，並確保所有文書工作及時完成和適當地歸檔。
- 4.2 準備計劃建議書以申請本地和指定地區的資助。
- 4.3 根據由督導主任核准之預算案監管計劃開支，並根據會計程序適當地處理計劃的財務。
- 4.4 被督導主任委派時履行監管性質的職務。

5. 其他

執行由督導主任所指派之其他職務，包括督導實習社工之工作。

D. 個人發展

經常增強與職務有關的專業知識及技能。

E. 行為守則

1. 必須遵守機構之員工守則及附於聘約後的服務條款。
2. 必須為註冊社工，遵照專業社工之守則，時刻以專業態度行事。

明愛青少年及社區服務

2007年9月

修訂於2008年1月

Caritas Youth & Community Service
Job Description for Team Leader (ASWO) of
Understanding Adolescent Project (Primary) (UAP)

A. Position Summary

The overall role of the Team Leader of the UAP is to assist the Supervisor to manage the operation of UAP and to utilize different work approaches to organize core and non-core programmes of UAP to support and facilitate the personal and social development of children and youth to be happy, mature, responsible and contributing members of society. In addition, the worker should collaborate with other significant persons or systems to enhance a supportive environment for the adolescent development.

B. Accountability

The social worker is accountable to the Supervisor of the Primary School Guidance Service.

C. Key Roles and Responsibilities

1. Planning and monitoring

- 1.1 To work with the Supervisor to plan for bidding of UAP and other social work programmes.
- 1.2 To lead UAP Team to assess children and youth needs in the primary school and to formulate work plan to meet the needs.
- 1.3 To lead UAP Team to implement UAP and other work plan and to monitor the progress of all the programmes.
- 1.4 To evaluate the effectiveness of the programmes and the services for quality improvement.

2. Direct Service

- 2.1 To implement UAP and other programmes in primary schools located in the community.
- 2.2 To provide counseling, including casework, group-work and community projects for the children and youth in line with objective of the Primary School Guidance Service.

3. Community Liaison

- 3.1 To assist the Supervisor to promote Agency and service image
- 3.2 To make contact with school personnel for UAP and other social work programmes.
- 3.3 To participate in YCS working groups/committees as assigned by the Supervisor.
- 3.4 To give talks and presentations related to children and youth matters.

4. Administration

- 4.1 To work with colleagues of UAP Team to prepare all paper work related to services, including proposals, budgets, recordings and reports and to ensure that all paper work is up-to-date and filed appropriately.
- 4.2 To prepare project proposals to solicit local and territory-wide designated funds.
- 4.3 To monitor programme expenses according to budgets approved by the Supervisor and to handle the programme finance properly according to the accounting procedures.
- 4.4 With delegation from the Supervisor, the Team Leader will be assigned to discharge supervisory duty.

5 Others

Any other duties as assigned by the Supervisor, include supervision of social work student in training.

D. Personal Development

The worker needs to regularly strengthen the professional knowledge and skills related to his / her duties.

E. Code of Conduct

1. When discharging duties, the worker is required to comply with the rules and regulations stated in the Employee Handbook of Caritas – Hong Kong and the terms and conditions of service attached to the employment contract.
2. The worker must be a registered social worker and act in a professional manner in accordance with the code of ethics and practices of the Social Work Profession.

Caritas Youth & Community Service

September 2007

Revised in January 2008

香港明愛
青少年及社區服務
小學輔導服務學生輔導人員(註冊社工)職責說明

A. 職位概要：

小學輔導服務學生輔導人員(Student Guidance Personnel, SGP)的職能是協助小學策劃及執行校本全方位學生輔導服務與活動，以促進學生整體發展，培養正面人生態度和加強學習動機。

B. 工作交代：

SGP 須向督導社工負責。

C. 主要職務及責任：

1. 政策與組織工作

- 1.1 協助學校制定整體輔導目標及政策，以建立一個有利學生發展之具關懷和鼓勵性的環境。
- 1.2 與校方一起制定處理危機的指引。
- 1.3 協助學校成立輔導組，製訂學生輔導政策，策劃及統籌相關的輔導服務。
- 1.4 協助學校建立校內及校外的轉介機制，讓有需要的學生得到適切的服務。
- 1.5 協助學校設立評估服務成效以及識別學生需要之機制。

2. 推廣教育工作

- 2.1 執行教育及輔導計劃以促進學生的全人發展。
- 2.2 提供不同的活動以加強學生的學習能力與動機。
- 2.3 與學校相關老師協作，設計及協調個人成長課的推行。

3. 支援學校工作

- 3.1 提供駐校服務。
- 3.2 識別面對學習困難及情緒問題的學生並為其提供輔導。
- 3.3 為需處理學生情緒、學習及行為問題的老師提供諮詢服務。
- 3.4 動員社區資源支援學校輔導工作。
- 3.5 組織家長教育和推動家長與教師之間的合作。
- 3.6 推動老師之間的協作，加強老師的輔導技巧。

4. 提供輔導服務

- 4.1 提供個人及小組輔導服務。
- 4.2 協助學校處理危機。
- 4.3 建立機制識別曠課學生並為其提供輔導。

5. 行政工作

- 5.1 負責與輔導工作有關之文書工作，例如整理活動統計數據，以及個案、活動、財政和檢討記錄。
- 5.2 收集及整理有關輔導服務和培訓計劃之資料。
- 5.3 在執行輔導服務及活動計劃前，須得到督導社工及校長的同意。

6. 工作匯報

6.1 學校

- 向校長遞交有關服務之每月統計報告
- 參與學校與學生輔導有關的會議
- 在學校會議中匯報輔導服務之進展，以及收集校長和老師的意見

6.2 機構

- 在有需要時諮詢督導社工
- 在督導中以及會議上向督導社工匯報
- 向督導社工遞交統計、報告和記錄
- 每年進行有關工作表現之自我檢討

7. 其他

執行督導社工所指派的其他職務。

D. 個人發展：

經常增強與職務有關的專業知識及技能。

E. 行為守則：

1. 必須遵守機構之員工守則及附於聘約後的服務條款。
2. 必須為註冊社工，遵照專業社工之守則，時刻以專業態度行事。

明愛青少年及社區服務

2002年5月13日

修訂於2008年9月

Caritas – Hong Kong
Youth and Community Service
Job Description for Student Guidance Personnel (RSW)
of Primary School Guidance Service

A. Position Summary

The overall role of the Student Guidance Personnel (SGP) is to assist the primary school(s) to plan and implement the Comprehensive Student Guidance Service(CSGS) and programmes as to enhance the integral development of the students to develop positive life attitudes and strengthen their motivation in study.

B. Accountability

The SGP is accountable to the supervisor as appointed by the Service Head.

C. Key Roles and Responsibilities

1. Policy and Organisation

- 1.1 To assist the school to set overall objectives and policy for guidance with the aim to build a caring and supportive school environment to foster students' development.
- 1.2 To work out guidelines with school for crisis management.
- 1.3 To help school to establish a school guidance team which formulate the school guidance policy, plans and coordinate the guidance service.
- 1.4 To assist school to set up internal and external referral system whereby students' specific needs are addressed with the most appropriate services.
- 1.5 To assist school to establish a mechanism for service evaluation and to identify the needs of the students.

2. Promoting Educational Programmes

- 2.1 To implement educational and guidance programmes to promote all-round development of the student.
- 2.2 To provide a variety of programmes to strengthen the students' learning ability and motivation.
- 2.3 With joint effort of teachers, to help the school design and coordinate the implement of the Personal Growth Education Course.

3. Providing Support to School

- 3.1 To station in primary school(s) to provide the service.
- 3.2 To identify and provide counseling service to students having difficulties in learning and emotion.

- 3.3 To provide consultation to teachers on tackling the emotional, learning and behavioral problems of the students.
- 3.4 To mobilize community resources to support the school guidance programmes.
- 3.5 To organize parent education and to promote parent-teacher cooperation.
- 3.6 To promote collaboration among teachers and strengthen teachers' skill in guidance work.

4. Providing Counselling Service

- 4.1 To provide case and group counselling service.
- 4.2 To assist the school in handling crisis.
- 4.3 To set up a mechanism for identifying non-attendance cases and to provide guidance.

5. Administrative Duties

- 5.1 To be responsible for the paper work relating to guidance service, such as compiling programme statistics, recordings for case and programmes and financial records and evaluation reports.
- 5.2 To collect and compile resources for guidance service and training programmes.
- 5.3 The work plan of the guidance service and programme proposals have to be endorsed by supervisor and principal before implementation.

6. Reporting Work

- 6.1 To school
 - To submit monthly statistical reports on service to school principal.
 - To participate in school meetings related to CSGS.
 - To report on the progress of guidance service in school meetings and collect comments from principals and teachers.
- 6.2 To Agency
 - To consult supervisor when needed.
 - To report to supervisor during supervision and in meetings.
 - To submit statistics, report and recording to supervisor.
 - To conduct self evaluation on work performance annually.

7. Others

Any other duties as assigned by the Supervisor.

D. Personal Development

The worker needs to regularly strengthen the professional knowledge and skills related to his / her duties..

E. Code of Conduct

1. When discharging duties, the worker is required to comply with the rules and regulations stated in the Employee Handbook of Caritas – Hong Kong and the terms and conditions of service attached to the employment contract.
2. The worker must be a registered social worker and act in a professional manner in accordance with the code of ethics and practices of the Social Work Profession.

Caritas Youth & Community Service

13 May 2002

Revised on September 2008

香港明愛
青少年及社區服務
社區中心社會工作助理職責說明

A. 職位概要：

明愛青少年及社區服務社區中心社會工作助理之職能是利用各種工作模式主動接觸社區內有需要之人士；評估社區之需要，策劃及執行為弱勢個人/社群/家庭提供之活動和照顧計劃，以達致社區中心之目標宗旨。

B. 工作交代：

向所屬單位之單位主任/社會工作督導主任匯報工作及負責。

C. 主要職務及責任：

1. 策劃及督導

- 1.1 評估社區之需要，並製定工作計劃以滿足社區需要。
- 1.2 執行工作計劃及督導所有活動之進展。
- 1.3 檢討服務之成效，並不斷作出改善。

2. 前線服務

- 2.1 根據需要採用不同工作模式，包括：個案、小組、外展及社區組織。
- 2.2 主動接觸個人及弱勢社群/家庭；鼓勵和支援他們組成社區網絡、社會服務組別和自主計劃小組。
- 2.3 向弱勢人士及家庭推介和提供適切的服務。
- 2.4 組織弱勢人士透過集體行動解決共同面對的問題。
- 2.5 發展和動員義工推行社區關懷計劃。
- 2.6 提供社區教育、社教化及發展活動。
- 2.7 向社區服務使用者提供輔導、諮詢及轉介服務。

3. 社區聯繫

- 3.1 協助社區中心推廣明愛及其服務之形象。
- 3.2 參與地區工作小組之聯合活動。

4. 行政

- 4.1 撰寫與服務有關之文書工作，包括計劃書、財政預算、工作紀錄及報告，並確保所有文件更新和合適存檔。
- 4.2 草擬活動計劃書向指定之基金申請撥款。
- 4.3 依據社會工作督導主任通過之財政預算監察活動開支，並根據會計程序處理活動財政。
- 4.4 如有需要，成為工作小組、小團隊以及特別計劃的召集人。

5. 其他

執行由社會工作督導主任或單位主任所指派之其他職務。

D. 個人發展：

經常增強與職務有關的專業知識及技能。

E. 行為守則：

1. 必須遵守機構之員工守則及附於聘約後的服務條款。
2. 必須為註冊社工，遵照專業社工之守則，時刻以專業態度行事。

明愛青少年及社區服務

2007年12月

Caritas – Hong Kong
Youth & Community Service
Job Description for SWA of Community Centre (CC)

A. Position Summary

The overall role of the SWA of the CC is to utilize different work approaches to reach out to the community; to assess the needs in the localities; to plan and implement projects and care programmes to serve the vulnerable individuals / groups / families for achieving the service objectives of the CC.

B. Accountability

The SWA is accountable to the Social Worker-in-charge / Social Work Supervisor of the CC.

C. Key Roles and Responsibilities

1. Planning and monitoring

- 1.1 To assess the needs of the community and to formulate work plan to meet the needs.
- 1.2 To implement the work plan and to monitor the progress of all the programmes.
- 1.3 To evaluate the effectiveness of the programmes for quality improvement.

2. Direct Service

- 2.1 To adopt various work approaches including case, group, reaching out, and community organizing as required.
- 2.2 To reach out to individuals and vulnerable groups / families, encouraging and supporting the formation of community networks, community service groups and self-programming groups.
- 2.3 To identify and tailor services for the deprived and families.
- 2.4 To organize the deprived to solve communal problems through collective actions.
- 2.5 To develop and mobilize volunteers for carrying out community care programmes.
- 2.6 To provide community education, socialization and developmental projects.
- 2.7 To provide counseling, inquiry and referral services to service users in the community.

3. Community Liaison

- 3.1 To assist the CC to promote Agency and service image.
- 3.2 To participate in local district working groups for joint projects.

4. Administration

- 4.1 To prepare all paper work related to services, including proposals, budgets, recordings and reports and to ensure that all paper work is up-to-date and filed appropriately.
- 4.2 To prepare project proposals to solicit designated funds.
- 4.3 To monitor programme expenses according to budgets approved by the Social Work Supervisor and to handle the programme finance properly according to the accounting procedures.
- 4.4 To be the convener of working groups, sub-team and special projects as required.

5. Others

Any other duties as assigned by the Social Work Supervisor / Social Worker-in-charge.

D. Personal Development

The social worker needs to regularly strengthen the professional knowledge and skills related to his / her duties.

E. Code of Conduct

1. When discharging duties, the worker is required to comply with the rules and regulations stated in the Employee Handbook of Caritas – Hong Kong and the terms and conditions of service attached to the employment contract.
2. The worker must be a registered social worker and act in a professional manner in accordance with the code of ethics and practices of the Social Work Profession.

Caritas Youth and Community Service

December 2007

香港明愛
青少年及社區服務
兒童及青少年中心社會工作助理
職責說明

A. 職位概要：

兒童及青少年中心社會工作助理之職能是協助所屬單位評估地區需要，並協助單位主任/社會工作督導主任及團隊按照機構之目標宗旨製定年度計劃，執行及推動有關活動，提供優質服務以滿足服務使用者之需要。

B. 工作交代：

向所屬單位之單位主任或社會工作督導主任負責。

C. 主要職務及責任：

1. 前線服務

- 1.1 透過不同工作手法評估及釐定服務使用者之需要，如資料搜集、個別接觸、家訪、調查等；
- 1.2 策劃及推行所訂定的服務計劃及活動以滿足使用者之需要；
- 1.3 策劃及組織不同類別之小組，協助小組訂立目標及完成所建議之計劃，促進組員透過小組歷程發展潛能；
- 1.4 提供輔導服務與服務使用者；
- 1.5 提供諮詢服務，並轉介服務對象至適切的服務或運用社區資源；
- 1.6 組織義工，提供訓練及協助義工推動義務工作計劃；
- 1.7 依據「津助及服務協議」策劃及推行服務。

2. 計劃及行政工作

- 2.1 參與評估單位服務的成效及訂定年度計劃、目標、具體計劃及服務指標；
- 2.2 為所負責之服務及活動預備計劃書、財政預算，並在活動完成後，書寫活動記錄、檢討、財政及統計報告；
- 2.3 依據單位主任/社會工作督導主任批核之活動財政預算控制活動開支及依據財政程序處理活動單據；
- 2.4 在單位主任/社會工作督導主任之委派下，提供督導工作；

2.5 協助單位主任/社會工作督導主任領導單位之小團隊或工作小組，推行所委派之工作。

3. 社區聯絡

- 3.1 協助單位向服務使用者推廣單位之服務及機構之形象；
- 3.2 參與地區之聯合事工工作小組；
- 3.3 在單位主任/社會工作督導主任之委派下出席地區之會議。

4. 其他

執行由單位主任/社會工作督導主任所指派的其他職務。

D. 個人發展：

經常增強與職務有關的專業知識及技能。

E. 行為守則：

- 1. 必須遵守機構之員工守則及附於聘約後的服務條款。
- 2. 必須為註冊社工，遵照專業社工之守則，時刻以專業態度行事。

明愛青少年及社區服務

一九九九年十二月、二零零七年七月修訂

Caritas – Hong Kong
Youth & Community Service
Job Description for Social Work Assistant (SWA)
of Children & Youth Centre

A. Position Summary

The overall role of the SWA is to assist the unit in assessing community needs; assist the Social Worker-in-charge/Social Work Supervisor and the team in formulating annual plan in accordance with the Agency's aim and objectives; to implement and promote related activities; and to provide quality service for the users.

B. Accountability

The social worker is accountable to the Social Worker-in-charge/Social Work Supervisor.

C. Key Roles and Responsibilities

1. Direct Service

- 1.1 To assess and clarify the needs of service users through various methods, including information collection, individual contact, home visits and surveys, etc.
- 1.2 To plan and implement programmes and activities to fulfill the needs of service users.
- 1.3 To plan and develop groups of different types; to help the groups to set target and complete the proposed programmes; and to facilitate group members to develop their potential in the process.
- 1.4 To provide counseling for service users.
- 1.5 To provide consultation service and refer service users to appropriate services or community resources.
- 1.6 To organize, train and assist volunteers for voluntary work programme.
- 1.7 To plan and implement services in accordance with “Funding and Service Agreement”.

2. Planning and Administration Work

- 2.1 To assist in the evaluation of unit services and formulation of annual plan, objectives, detailed planning and service indicators.
- 2.2 To prepare programme proposal and budget and compile record, evaluation, financial and statistical reports after the programme is completed.
- 2.3 To control programme expenses according to the approved budget and handle receipts in accordance with financial procedure.
- 2.4 To provide supervision as delegated by the Social Worker-in-charge.
- 2.5 To lead sub-team or work group in carrying out work as appointed by the Social Worker-in-charge/Social Work Supervisor.

3. Community Liaison

- 3.1 To promote unit services and Agency's image to service users.
- 3.2 To participate in joint work groups in the district.
- 3.3 To attend district meetings as appointed by the Social Worker-in-charge.

4. Others

To carry out other duties assigned by the Social Worker-in-charge/Social Work Supervisor.

D. Personal Development

The social worker needs to regularly strengthen the professional knowledge and skills related to his / her duties.

E. Code of Conduct

1. When discharging duties, the worker is required to comply with the rules and regulations stated in the Employee Handbook of Caritas – Hong Kong and the terms and conditions of service attached to the employment contract.
2. The worker must be a registered social worker and act in a professional manner in accordance with the code of ethics and practices of the Social Work Profession.

香港明愛
青少年及社區服務
綜合兒童及青少年服務中心
社會工作助理職責說明

A. 職位概要：

綜合兒童及青少年服務中心社會工作助理的職能是利用不同的工作模式提供核心及非核心服務及計劃，以支援和促進兒童及青少年之個人及社交發展，令他/她們成為愉快、成熟、負責任和對社會有貢獻的一份子。另外，社會工作助理須與其他重要的人士和體系合作，創造有利青少年發展的環境。在社會工作督導主任或單位主任之委任下，社會工作助理須提供駐校社工服務。

B. 工作交代：

向所屬綜合兒童及青少年服務中心之單位主任或其委任之人員負責。

C. 主要職務及責任：

1. 策劃及督導

- 1.1 與綜合兒童及青少年服務中心合作評估社區內青少年之需要，並製定相應之工作計劃。
- 1.2 執行工作計劃及督導所有活動之進展。
- 1.3 檢討計劃和服務之成效以作改善。

2. 前線服務

- 2.1 根據綜合兒童及青少年服務中心之工作計劃和社會工作督導主任/單位主任之委任，採用各種工作手法，包括：街頭工作、中心工作和駐校工作。
- 2.2 根據擬定目標提供優質服務，組織核心及非核心計劃。
- 2.3 根據綜合兒童及青少年服務中心的「津貼及服務協議」所定之目標與質量指標，為青少年提供輔導和小組、學校及社區活動計劃。
- 2.4 為青少年、家長及社區提供資訊和諮詢，促使其善用社區資源。
- 2.5 在社會工作督導主任/單位主任之委任下，提供駐校社工服務(參考學校社工之職能範圍)。

3. 社區聯繫

- 3.1 協助單位主任推廣明愛及其服務之形象。
- 3.2 參與地區工作小組之聯合活動以推廣青少年服務。
- 3.3 在社會工作督導主任/單位主任之委任下，參與地區工作小組/委員會。
- 3.4 接受與青少年服務有關之講座和工作坊等之邀請。

- 3.5 與政府部門、非政府組織及其他明愛服務單位協作提供青少年服務。

4. 行政

- 4.1 撰寫與服務有關之文書工作，包括計劃書、財政預算、工作記錄及報告，並確保所有文件更新和合適存檔。
- 4.2 草擬活動計劃書向指定之地區及全港性基金申請撥款。
- 4.3 依據社會工作督導主任通過之財政預算監察活動開支，並根據會計程序處理活動財政。
- 4.4 成為綜合服務隊工作小組、小團隊以及特別計劃的召集人及社會工作督導主任/單位主任之委任。

5. 其他

執行由社會工作督導主任或單位主任所指派之其他職務。

D. 個人發展：

經常增強與職務有關的專業知識及技能。

E. 行為守則：

1. 必須遵守機構之員工守則及附於聘約後的服務條款。
2. 必須為註冊社工，遵照專業社工之守則，時刻以專業態度行事。

明愛青少年及社區服務

2000年4月

2007年11月修訂

Caritas – Hong Kong
Youth & Community Service
Job Description for Social Work Assistant (SWA)
of Integrated Children and Youth Services Centre (ICYSC)

A. Position Summary

The overall role of the SWA of the ICYSC is to utilize different work approaches to provide core and non-core services and programmes to support and facilitate the personal and social development of the children and youth to be happy, mature, responsible and contributing members of society. In addition, the SWA should collaborate with other significant persons or systems to enhance a supportive environment for youth development. Moreover, when assigned by the Social Work Supervisor / Social Worker-in-charge, the SWA will station in school to provide school social work services.

B. Accountability

The SWA is accountable to the Social Worker-In-Charge or his/her delegate of the ICYSC.

C. Key Roles and Responsibilities

1. Planning and monitoring

- 1.1 To work with the ICYSC team to assess youth needs in the community and to formulate work plan to meet the needs.
- 1.2 To implement the work plan and to monitor the progress of all the programmes.
- 1.3 To evaluate the effectiveness of the programmes and the services for quality improvement.

2. Direct Service

- 2.1 To adopt various work approaches including street work, centre based work and stationing in school as required by the work plan of the ICYSC and as assigned by the Social Work Supervisor / Social Worker-in-charge.
- 2.2 To provide quality service and organize core and non-core programmes according to the objectives set.
- 2.3 To provide counselling as well as to organize group, school and community projects for youth to meet the objectives and output standards of the Funding Service Agreement of the ICYSC.
- 2.4 To provide information and consultation to youth, parents and the community to utilize community resources to meet their needs.
- 2.5 As assigned by the Social Work Supervisor / Social Worker-in-charge, the SWA will provide stationing school social work services to school. (Please make reference to the job description of School Social Worker.)

3. Community Liaison

- 3.1 To assist the Social Worker-in-charge to promote Agency and service image.
- 3.2 To participate in local district working groups for joint projects to promote youth service.
- 3.3 To participate in district working groups/committees as assigned by the Social Work Supervisor / Social Worker-in-charge.
- 3.4 To give talks and deliver workshops related to youth services.
- 3.5 To collaborate with government departments, NGOs and other Caritas service units to provide youth service.

4. Administration

- 4.1 To prepare all paper work related to services, including proposals, budgets, recordings and reports and to ensure that all paper work is up-to-date and filed appropriately.
- 4.2 To prepare project proposals to solicit local and territory-wide designated funds.
- 4.3 To monitor programme expenses according to budgets approved by the Social Work Supervisor and to handle the programme finance properly according to the accounting procedures.
- 4.4 To be the convener of working groups, sub-team and special projects of the ICYSC.

5. Others

Any other duties as assigned by the Social Work Supervisor / Social Worker-in-charge.

D. Personal Development

The worker needs to regularly strengthen the professional knowledge and skills related to his / her duties.

E. Code of Conduct

1. When discharging duties, the worker is required to comply with the rules and regulations stated in the Employee Handbook of Caritas – Hong Kong and the terms and conditions of service attached to the employment contract.
2. The worker must be a registered social worker and act in a professional manner in accordance with the code of ethics and practices of the Social Work Profession.

Caritas Youth & Community Service

April 2000

Revised in November 2007

香港明愛
青少年及社區服務
地區青少年外展社會工作隊
社會工作助理職責說明

A. 職位概要：

明愛青少年及社區服務之外展隊社會工作助理的職能是協助策劃外展社會工作服務，執行合適之計劃，提供個人輔導以及動員社區資源幫助有需要的青少年。旨在讓有社會適應問題之青少年將其能量導向生命中正面之目標，並成為成熟和有責任感的社會公民。

B. 工作交待：

向社會工作督導主任/單位主任或其委任之人員負責。

C. 主要職務及責任：

1. 策劃及督導

- 1.1 協助識別及評估社區之需要，並推薦合適之工作計劃。
- 1.2 協助評估現行外展隊服務之成效，並作合適之建議。

2. 前線工作

- 2.1 識別目標受助者。
- 2.2 透過建議、輔導、諮商、家訪及分享資訊等方式為個人/小組提供服務。
- 2.3 建立社區網絡，與家長、學校和社區合作提供優質服務。
- 2.4 組織季節性大型活動，如暑期活動。
- 2.5 提供轉介服務。
- 2.6 為青少年、家長及學校人員提供與服務有關之諮詢和培訓。
- 2.7 倡議讓青少年有足夠機會發展和融入社區。

3. 社區聯繫

- 3.1 協助社會工作督導主任推廣明愛及其服務之形象。
- 3.2 參與地區工作小組之聯合活動以推廣青少年服務。
- 3.3 在社會工作督導主任之委任下，參與地區工作小組/委員會。
- 3.4 接受與青少年服務有關之講座和演說邀請。
- 3.5 與政府部門、非政府組織及其他明愛服務單位協作提供青少年服務。

4. 行政

- 4.1 有關之文書工作，包括計劃書、財政預算、工作紀錄及報告，並確保所有文件更新和合適存檔。
- 4.2 擬活動計劃書向指定之地區及全港性基金申請撥款。

- 4.3 依據社會工作督導主任通過之財政預算監察活動開支，並根據會計程序處理活動財政。
- 4.4 根據工作計劃所需，成為地區青少年外展社會工作隊之工作小組、小團隊以及特別計劃的召集人。
- 4.5 在社會工作督導主任的委任下，執行督導工作。

5. 其他

- 5.1 執行由社會工作督導主任/單位主任所指派之其他職務，包括督導實習社工之工作。

D. 個人發展：

經常增強與職務有關的專業知識及技能。

E. 行為守則：

- 1. 必須遵守機構之員工守則及附於聘約後的服務條款。
- 2. 必須為註冊社工，遵照專業社工之守則，時刻以專業態度行事。

明愛青少年及社區服務

2008年4月

Caritas – Hong Kong
Youth & Community Service
Job Description for SWA of
District Youth Outreaching Social Work Team

A. Position Summary

The overall role of the SWA of the District Youth Outreaching Team (YOT) is to assist in the planning of outreaching social work service, the implementation of appropriate programmes, the provision of individual guidance and the mobilization of community resources to help those young people who are in need. The aims are to enable the young people with social adjustment problems to direct their energies towards positive goals in life and to become mature and responsible members of society.

B. Accountability

The SWA is accountable to the Social Work Supervisor / Social Worker-in-charge or his / her delegate.

C. Key Roles and Responsibilities

1. Planning and monitoring

- 1.1 To assist in exploring and assessing the needs of the serving areas and to recommend appropriate programmes.
- 1.2 To assist in evaluating the existing services of the team and making appropriate recommendations.

2. Direct Service

- 2.1 To identify target groups
- 2.2 To render service to individuals and groups in the forms of advice, guidance, counseling, home visits, information giving, etc.
- 2.3 To establish community contacts and work in collaboration with parents, school system and the community to provide service.
- 2.4 To organize seasonal mass activities, e.g. summer programmes.
- 2.5 To make referrals.
- 2.6 To provide consultation and training to youth, parents and school personnel on issues related to the service.
- 2.7 To advocate adequate opportunities for youth development and their integration into the community.

3. Community Liaison

- 3.1. To assist the Social Work Supervisor to promote Agency and Service image.
- 3.2. To participate in local district working groups for joint projects to promote youth service.

- 3.3. To participate in district working groups/committees as assigned by the Social Work Supervisor.
- 3.4. To give talks and presentations related to youth services when invited.
- 3.5. To collaborate with government departments, NGOs and other Caritas service units to provide youth service.

4. Administration

- 4.1 To prepare all paper work related to services, including proposals, budgets, recordings and reports and to ensure that all paper work is up-to-date and filed appropriately.
- 4.2 To prepare project proposals to solicit local and territory-wide designated funds.
- 4.3 To monitor programme expenses according to budgets approved by the Social Work Supervisor and to handle the programme finance properly according to the accounting procedures.
- 4.4 To be the convener of working groups, sub-team and special projects of the IT as required by the work plan.
- 4.5 With delegation from the Social Work Supervisor, the social worker will be assigned to discharge supervisory duty.

5. Others

Any other duties as assigned by the Social Work Supervisor / Social Worker-in-charge include supervision of social work student in training.

D. Personal Development

The worker needs to regularly strengthen the professional knowledge and skills related to his / her duties.

E. Code of Conduct

1. When discharging duties, the worker is required to comply with the rules and regulations stated in the Employee Handbook of Caritas – Hong Kong and the terms and conditions of service attached to the employment contract.
2. The worker must be a registered social worker and act in a professional manner in accordance with the code of ethics and practices of the Social Work Profession.

香港明愛
青少年及社區服務
濫用藥物者輔導中心
社會工作助理職責說明

A. 職位概要

明愛青少年及社區服務濫用藥物輔導中心之社會工作助理的主要職能是為濫用藥物者及有濫藥危機的青少年提供個人及小組輔導；及為青少年及社區人士提供預防濫用藥物宣教育活動。

B. 工作交代

向社會工作督導主任或單位主任負責。

C. 主要職務及責任

1. 策劃及督導

- 1.1 協助研究、評估服務地區之毒品／濫用藥物之問題及社區需要，並建議合適之工作計劃。
- 1.2 協助評估現行濫用藥物者輔導中心服務之成效，監督計劃進度，並提供合適的建議。

2. 前線服務

- 2.1 主要透過個人及小組輔導等不同工作手法，為青少年濫用藥物者（服務對象）提供輔導服務。
- 2.2 為服務對象的家人提供輔導及支援服務。
- 2.3 到青少年濫用藥物的黑點，主動結識他／她們，及早識別濫用藥物者，及早為他／她們提供輔導服務。在有需要時須深宵外展工作。
- 2.4 為學校及社區提供預防濫用藥物宣傳教育活動。
- 2.5 為教師、社工及準教師、準社工等青少年工作者提供專業培訓活動。
- 2.6 在辨識及協助濫用藥物者的過程中，須與相關的持份者，包括其他服務的社工、學校老師、醫護人員、警方等保持密切的合作。
- 2.7 負責輪流在中心當值，以接聽中心電話／熱線查詢，及負責接見求助個案。

3. 社區聯繫

- 3.1 協助社會工作督導主任推廣明愛及其服務之形象。
- 3.2 協助建立地區網絡，與家長、學校和社區團體共同為解決濫藥問題而一起努力。
- 3.3 在督導主任委派下參加地區層面的工作小組／委員會。
- 3.4 發掘社區資源以協助服務對象。

3.5 與政府部門，非政府組織及其他明愛服務單位協作提供青少年服務。

4. **行政工作**

- 4.1 有關其職務的文書工作，包括計劃書、個案檔案、報告及統計資料，應按規定定期更新及妥善保存。
- 4.2 草擬活動計劃書，以備申請地區及全港性基金。
- 4.3 協助籌辦職員發展活動。
- 4.4 接受委派，擔任分隊隊長，工作小組召集人等職務。

5. **其他**

執行由社會工作督導主任／單位主任所指派的其他職務。

D. 個人發展

經常增強與職務有關的知識及技能。

E. 行為守則

- 1. 必須遵守機構之員工守則及附於聘約後的服務條款。
- 2. 必須為註冊社工，遵照專業社工之守則，時刻以專業態度行事。

明愛青少年及社區服務

2000年6月

2009年7月修訂

Caritas – Hong Kong
Youth & Community Service
Job Description for Social Work Assistant (SWA) of the
Counselling Centre for Psychotropic Substance Abusers (CCPSA)

A. Position Summary

The overall role of the SWA of CCPSA is to provide individual and group counseling to those psychotropic substance abusers and to young people who are at risk of abusing drugs; and to implement anti-drug programmes to the young people and the community as well.

B. Accountability

The SWA is accountable to the Social Work Supervisor / Social Worker-in-charge.

C. Key Roles and Responsibilities

1. Planning and Monitoring

- 1.1 To assist in exploring and studying the needs and problems in relation to drug abuse in the service catchment area and to recommend appropriate programmes/services.
- 1.2 To assist in evaluating the services, to monitor the progress of the projects and programmes and make appropriate recommendation.

2. Direct Service

- 2.1 To provide direct service to young drug abusers through different helping means, mainly individual counseling and group counseling services.
- 2.2 To provide counseling service and supportive programmes for family members of clients.
- 2.3 To reach out to black spots frequently visited by young psychotropic substance abusers for timely and early intervention, and work overnight when needed.
- 2.4 To organize preventive education programmes for secondary schools and the community as well.
- 2.5 To provide professional training to professionals who are working with young people.
- 2.6 To maintain active collaboration with other stakeholders concerned, e.g. social workers of other services, schoolteachers, medical practitioners, police etc. in the identification and intervention process for the psychotropic substance abusers.
- 2.7 To rotate for intake duty and hotline service.

3. Community Liaison

- 3.1 To assist the Social Work Supervisor to promote Agency and Service image.
- 3.2 To assist in establishing community network and work closely with the community for drug problems.
- 3.3 To participate in district committees/working groups for joint projects as delegated.
- 3.4 To identify community resources which are beneficial to service users.
- 3.5 To collaborate with government departments, NGOs and other Caritas service units to provide youth service.

4. Administration

- 4.1 All paperwork, including proposals, case files, reports and statistics, should be up-to-date and kept file appropriately.
- 4.2 To assist in preparing proposals to solicit local and territory-wide designated funds.
- 4.3 To assist in organizing staff development programmes.
- 4.4 To be the sub-team leader, convenor of workgroup as delegated.

5. Others

Any other duties as assigned by the Social Work Supervisor / Social Worker-in-charge.

D. Personal Development

The social worker needs to regularly strengthen one's professional knowledge and skill related to his/her duties.

E. Code of Conduct

1. When discharging duties, the worker is required to comply with the rules and regulations stated in the Employee Handbook of Caritas-Hong Kong and the terms and conditions of service attached to the employment contract.
2. The worker must be a registered social worker and act in a professional manner in accordance with the code of ethics and practices of the Social Work Profession.

Caritas Youth & Community Service

June 2000

Revised in July 2009

香港明愛
青少年及社區服務
青少年深宵外展服務社會工作助理
職責說明

A. 職位概要

青少年深宵外展服務社會工作助理的主要職能是致力設計「青少年深宵外展服務」和推行合適的小組和計劃。最重要的是與在晚上十時至早上六時於指定社區留連街頭，又無意留在家中或庇護中心的青年保持不間斷和有效的聯繫。社會工作助理需透過提供個別輔導和運用社區資源去幫助這些年青人。另外，社會工作助理也需要提供跟進和支援服務，以免他們繼續在晚上留連街頭。

B. 工作交待

向所屬單位之單位主任/團隊隊長負責。

C. 主要職務及責任

1. 策劃和督導

- 1.1 協助發掘和評估服務地區之需要並推薦合適的計劃。
- 1.2 協助評估社工隊現有的服務和作適當的推介。

2. 前線服務

- 2.1 辨認服務對象。
- 2.2 以忠告、指引、輔導、家庭探訪、提供資訊等形式服務個人和群體。
- 2.3 建立社區網絡並與家長、學校和社區合作提供服務。
- 2.4 組織季節性的大型活動，例如：暑期活動。
- 2.5 提供轉介服務。
- 2.6 在有關服務的問題上為青少年、家長和學校職員提供諮詢和訓練。
- 2.7 為青少年爭取足夠的發展空間和融入社區的機會。

3. 社區關係

- 3.6 協助社會工作督導主任推廣明愛及其服務之形象。
- 3.7 在社會工作督導主任之委任下，參與地區工作小組/委員會。
- 3.8 接受與青少年服務有關之講座和演說邀請。
- 3.9 與政府部門、非政府組織及其他明愛服務單位協作提供青少年服務。

4. 行政工作

- 4.1 協助尋找和運用與機構的計劃相關和有益的社區資源。
- 4.2 協助計劃和實行研究項目。

4.3 有關之文書工作，包括計劃書、財政預算、工作紀錄及報告，並確保所有文件更新和合適存檔。

4.4 擬活動計劃書向指定之地區及全港性基金申請撥款。

4.5 根據工作計劃所需，成為地區青少年外展社會工作隊之工作小組、小團隊以及特別計劃的召集人。

5. 其他

執行由社會工作督導主任所指派之其他職務。

D. 個人發展

經常增強與職務有關之專業知識和技能。

E. 行為守則

1. 必須遵照機構之員工守則及附於聘約後的服務條款。

2. 必須為註冊社工，遵照專業社工之守則，時刻以專業態度行事。

明愛青少年及社區服務

2001年9月

修訂於2009年1月

Caritas – Hong Kong
Youth & Community Service
Job Description for Social Work Assistant (SWA)
of Overnight Outreaching Service for Young Night Drifters

A. Position Summary

The overall role of the SWA of Overnight Outreaching Service for Young Night Drifter (YND) is to assist in the planning of YND, the implementation of appropriate groups, programmes, and most important of all to establish constant and workable contact with young people drifting around street corners in designated communities at night-time between 10:00pm and 6:00am without intention to stay at home or proper shelter. Provision of individual guidance and the mobilization of community resources are required to help these young people. Follow-up referral and supportive services should also render for keeping them out of streets in night-time.

B. Accountability

The SWA is accountable to Social Worker-In-Charge / Team Leader.

C. Key Roles and Responsibilities

1. Planning and monitoring

- 1.1 To assist in exploring and assessing the needs of the serving areas and to recommend appropriate programmes.
- 1.2 To assist in evaluating the existing services of the team and making appropriate recommendations.

2. Direct Service

- 2.1 To identify target groups.
- 2.2 To render service to individuals and groups in the forms of advice, guidance, counselling, home visits, information giving, etc.
- 2.3 To establish community contacts and work in collaboration with parents, school system and the community to provide service.
- 2.4 To organize seasonal mass activities, e.g. summer programmes.
- 2.5 To make referrals.
- 2.6 To provide consultation and training to youth, parents and school personnel on issues related to the service.
- 2.7 To advocate adequate opportunities for youth development and their integration into the community.

3. Community Liaison

- 3.1 To assist the Social Work Supervisor to promote Agency and Service image.
- 3.2 To participate in district working groups/committees as assigned by the Social Work Supervisor.
- 3.3 To give talks and presentations related to youth services when invited.

- 3.4 To collaborate with government departments, NGOs and other Caritas service units to provide youth service.

4. Administration

- 4.1 To assist in locating and utilizing community resources which are related and beneficial to the service users.
- 4.2 To assist in the planning and implementation of research projects.
- 4.3 To prepare all paper work related to services, including proposals, budgets, recordings and reports and to ensure that all paper work is up-to-date and filed appropriately.
- 4.4 To prepare project proposals to solicit local and territory-wide designated funds.
- 4.5 To be the convener of working groups, sub-team and special projects of the IT as required by the work plan.

5. Others

Any other duties as assigned by the Social Work Supervisor.

D. Personal Development

The worker needs to regularly strengthen the professional knowledge and skills related to his / her duties.

E. Code of Conduct

1. When discharging duties, the worker is required to comply with the rules and regulations stated in the Employee Handbook of Caritas – Hong Kong and the terms and conditions of service attached to the employment contract.
2. The worker must be a registered social worker and act in a professional manner in accordance with the code of ethics and practices of the Social Work Profession.

Caritas Youth & Community Service

September 2001

Revised in January 2009

**明愛青少年及社區服務
高級福利工作員職責說明**

A. 職位概要：

明愛青少年及社區服務高級福利工作員之職能是協助所屬單位之社會工作督導主任執行一般行政工作及前線服務。

B. 工作交代：

向所屬單位之社會工作督導主任負責。

C. 主要職務及責任：

1. 執行前線服務；
2. 協助推行單位各項活動；
3. 協助社會工作督導主任執行各項職務、推行政策、招募、督導及訓練職員；
4. 協助接待訪客；
5. 更新服務統計及紀錄；
6. 更新有關單位傢俱及器材的紀錄；
7. 為單位活動尋找合適資源；
8. 管理場地(包括會堂、會議室、活動室等)的使用；
9. 管理及維持中心的場地；
10. 協助社會工作督導主任準備及監察單位財政預算；
11. 執行由社會工作督導主任或機構所指派的其他職務。

D. 個人發展：

經常增強與職務有關的知識及技能。

E. 行為守則：

1. 必須遵守機構之員工守則及附於聘約後的服務條款。

明愛青少年及社區服務

2007年12月

Caritas - Hong Kong
Youth & Community Service
Job Description of Senior Welfare Worker (SWW)

A. Position Summary

The overall role of the SWW is to assist the Social Work Supervisor in general administrative matters and to carry out direct services.

B. Accountability

The worker is accountable to the Social Work Supervisor of his / her service unit.

C. Key Roles and Responsibilities

1. To carry out direct service;
2. To assist in programme implementation;
3. To assist the Social Work Supervisor carrying out duties, implementing policies; recruiting and supervising supportive staff and their training;
4. To assist in receiving visitors;
5. To keep up-to-date statistics and records of the service rendered;
6. To keep an inventory of furniture and equipment of the unit;
7. To explore and utilize resources for programmes of the unit;
8. To manage utilization of the premises including the hall, conference rooms, club rooms, etc.;
9. To maintain and manage the physical conditions of the unit;
10. To assist the Social Work Supervisor to prepare and to monitor the budget of the unit;
11. To undertake any other duties as assigned by the Social Work Supervisor.

D. Personal Development

The worker needs to regularly strengthen the knowledge and skills related to his / her duties.

E. Code of Conduct

1. When discharging duties, the worker is required to comply with the rules and regulations stated in the Employee Handbook of Caritas – Hong Kong and the terms and conditions of service attached to the employment contract.

**明愛青少年及社區服務
福利工作員職責說明**

A. 職位概要：

明愛青少年及社區服務福利工作員之職能是配合所屬單位之年度工作、目標及方向，策劃及推行有關活動和小組，提供優質服務以回應社區之需要。

B. 工作交待：

向所屬單位之單位主任/社會工作督導主任或其指派之職員負責。

C. 主要職務及責任：

1. 前線服務

- 1.1 協助招募中心會員及推行宣傳及推廣活動；
- 1.2 協助招募及組織義工推行義務工作計劃；
- 1.3 計劃及推行單位（包括圖書館及自修室）各項活動；
- 1.4 計劃及推行小組活動；
- 1.5 協助詢問處值勤之服務，以接觸服務使用者及推介單位服務；
- 1.6 轉介有需要之會員／組員／使用者使用社會工作者之輔導服務。

2. 行政工作

- 2.1 協助管理單位物資；
- 2.2 在推行活動前，須準備活動計劃書及財政預算交與直屬上司批閱。活動完結後，需提交活動紀錄、參加者名單、活動檢討、統計及財政報告；
- 2.3 推行活動需依照批准之財政預算確保不會超支。

3. 其他

執行由社會工作督導主任/單位主任所指派的其他職務。

D. 個人發展：

經常增強與職務有關的知識及技能。

E. 行為守則：

必須遵守機構之員工守則及附於聘約後的服務條款。

明愛青少年及社區服務

1999 年 12 月

2007 年 12 月修訂

Caritas Youth & Community Service
Job Description for Welfare Worker (WW)

A. Position Summary

The overall role of the WW is to support the work of his/her unit in accordance with its objectives and direction; plan and implement relevant activities and groups, so as to provide suitable and quality services for the community.

B. Accountability

The worker is accountable to the Social Worker-in-charge / Social Work Supervisor or his / her delegate of the unit.

C. Key Roles and Responsibilities**1. Direct Services**

- 1.1 To assist in the recruitment of members and promotional activities.
- 1.2 To assist in the recruitment and organizing of volunteers for voluntary work programme.
- 1.3 To plan and implement various activities of the unit (including Study/Reading Room).
- 1.4 To plan and implement group activities.
- 1.5 To help out in counter service so as to get in touch with service users and recommend centre services.
- 1.6 To refer members/group members/service users in need to counselling service provided by social workers.

2. Administration

- 2.1 To help in the management of unit assets.
- 2.2 To prepare activity plan and budget for the approval of his/her immediate supervisor before implementing any activity; and to submit activity record, participant list, evaluation, statistics and financial report after the activity is completed.
- 2.3 To ensure the approved budget is observed without over-spending when implementing activities.

3. Other

To carry out other duties as assigned by the Social Work Supervisor / Social Worker-in-charge.

D. Personal Development

The worker needs to regularly strengthen the knowledge and skills related to his / her duties.

E. Code of Conduct

When discharging duties, the worker is required to comply with the rules and regulations stated in the Employee Handbook of Caritas – Hong Kong and the terms and conditions of service attached to the employment contract.

香港明愛
青少年及社區服務
一級活動工作員職責說明

A. 職位概要：

明愛青少年及社區服務之一級活動工作員職能是配合所屬單位之年度工作、目標及方向，策劃及推行有關活動和小組，提供優質服務以回應社區之需要。

B. 工作交代：

向所屬單位主任／社會工作督導主任或其委派之職員匯報工作及交代。

C. 主要職務及責任：

1. 協助單位或學校同事推行以下直接服務

- 1.1 招募中心會員及推行宣傳及推廣活動；
- 1.2 招募及組織中心義工推行義務工作計劃；
- 1.3 計劃及推行單位（包括圖書館及自修室）內各項活動；
- 1.4 計劃及推行小組活動；
- 1.5 詢問處值勤之服務，以接觸服務使用者及推介單位／學校服務；
- 1.6 轉介有需要之服務使用者使用社會工作者之輔導及諮詢服務；
- 1.7 協助推行單位各項社交及技能發展活動／課程；
- 1.8 協助有效地使用電腦資訊用具。

2. 行政工作

- 2.1 協助管理單位物資及編配房間；
- 2.2 在推行活動前，須準備活動計劃書及財政預算交與直屬上司批閱。活動完結後，需提交活動紀錄、參加者名單、活動檢討、統計及財政報告；
- 2.3 推行活動需依照批准之財政預算確保不會超支；
- 2.4 協助編製導師合約／導師証／計算薪酬／統計及相關的工作；
- 2.5 協助保養及維持電腦資訊器材的良好性能。

3. 其他

執行由單位主任／社會工作督導主任或機構所指派的其他職務。

D. 個人發展：

經常增強與職務有關的知識及技能。

E. 行為守則：

必須遵守機構之員工守則及附於聘約後的服務條款。

明愛青少年及社區服務

2009年5月

**Caritas – Hong Kong
Youth & Community Service
Job Description for Programme Worker I**

A. Position Summary

The overall role of the Programme Worker I is to support the work of his/her unit in accordance with its objectives and direction; plan and implement relevant activities and groups, so as to provide suitable and quality services for the community.

B. Accountability

The worker is accountable to the Social Worker-in-charge / Social Work Supervisor or his / her delegate.

C. Key Roles and Responsibilities**1. To assist the staffs in the unit to implement the following direct services:**

- 1.1. To recruit members and promote activities in unit.
- 1.2. To recruit and organize volunteers for voluntary work programme in unit.
- 1.3. To plan and implement various activities of the unit (including Study/Reading Room).
- 1.4. To plan and implement group activities in unit.
- 1.5. To assist in counter service so as to get in touch with service users.
- 1.6. To refer service users that in need of counseling and guidance service provided by social workers.
- 1.7. To assist the implementation of Social & Skills Development Programmes.
- 1.8. To help the effective use of Information Technology.

2. Administration

- 2.1. To help in the management of unit assets and room arrangement.
- 2.2. To prepare activity plan and budget for the approval of his/her immediate supervisor before implementing any activity; and to submit activity record, participant list, evaluation, statistics and financial report after the activity is completed.
- 2.3. To ensure the approved budget is observed without over-spending when implementing activities.
- 2.4. To assist the preparation of instructors' contract / identity card / honorariums / attendance and related work.
- 2.5. To keep all kinds of Information Technology equipment in good quality.

3. Other

To carry out other duties as assigned by the Social Worker-in-charge / Social Work Supervisor or the Agency.

D. Personal Development

The worker needs to regularly strengthen the knowledge and skills related to his / her duties.

E. Code of Conduct

When discharging duties, the worker is required to comply with the rules and regulations stated in the Employee Handbook of Caritas – Hong Kong and the terms and conditions of service attached to the employment contract.

香港明愛
青少年及社區服務
二級活動工作員職責說明

A. 職位概要：

明愛青少年及社區服務之二級活動工作員職能是配合所屬單位之年度工作、目標及方向，策劃及推行有關活動和小組，提供優質服務以回應社區之需要。

B. 工作交代：

向所屬單位主任/學生輔導人員或其委派之職員匯報工作及交代。

C. 主要職務及責任：

1. 協助單位或學校同事推行以下直接服務

- 1.1 招募中心會員/學生及推行宣傳及推廣活動；
- 1.2 招募及組織中心/學校義工推行義務工作計劃；
- 1.3 計劃及推行單位（包括圖書館及自修室）或學校內各項活動；
- 1.4 計劃及推行小組活動；
- 1.5 詢問處或學校值勤之服務，以接觸服務使用者及推介單位/學校服務；
- 1.6 轉介有需要之會員／組員／學生使用者使用社會工作者之輔導及轉介服務。

2. 行政工作

- 2.1 協助管理單位/學校物資；
- 2.2 在推行活動前，須準備活動計劃書及財政預算交與直屬上司批閱。活動完結後，需提交活動紀錄、參加者名單、活動檢討、統計及財政報告；
- 2.3 推行活動需依照批准之財政預算確保不會超支。

3. 其他

執行由單位主任/學生輔導人員或機構所指派的其他職務。

D. 個人發展：

經常增強與職務有關的知識及技能。

E. 行為守則：

必須遵守機構之員工守則及附於聘約後的服務條款。

明愛青少年及社區服務

2007年12月

修訂於2009年2月

**Caritas – Hong Kong
Youth & Community Service
Job Description for Programme Worker II**

A. Position Summary

The overall role of the Programme Worker II is to support the work of his/her unit in accordance with its objectives and direction; plan and implement relevant activities and groups, so as to provide suitable and quality services for the community.

B. Accountability

The worker is accountable to the Social Worker-in-charge / Student Guidance Personnel (SGP) or his / her delegate.

C. Key Roles and Responsibilities**1. To assist the staffs in the unit/ school to implement the following direct services:**

- 1.1. The recruitment of members/ students and promotional activities in unit and schools.
- 1.2. The recruitment and organizing of volunteers for voluntary work programme in unit and schools.
- 1.3. Plan and implement various activities of the unit (including Study/Reading Room) and schools.
- 1.4. Plan and implement group activities in unit and schools.
- 1.5. Assist in counter service /school service so as to get in touch with service users.
- 1.6. Refer members/group members / service users / students that in need of counseling and referral service provided by social workers.

2. Administration

- 2.1 To help in the management of unit and school assets.
- 2.2 To prepare activity plan and budget for the approval of his/her immediate supervisor before implementing any activity; and to submit activity record, participant list, evaluation, statistics and financial report after the activity is completed.
- 2.3 To ensure the approved budget is observed without over-spending when implementing activities.

3. Other

To carry out other duties as assigned by the Social Worker-in-charge / SGP or the Agency.

D. Personal Development

The worker needs to regularly strengthen the knowledge and skills related to his / her duties.

E. Code of Conduct

When discharging duties, the worker is required to comply with the rules and regulations stated in the Employee Handbook of Caritas – Hong Kong and the terms and conditions of service attached to the employment contract.

香港明愛
青少年及社區服務
活動助理之職責說明

A. 職位概要

活動助理是要協助單位職員推行小組活動及管理單位，如在詢問處及圖書館當值。

B. 工作交代

向所屬單位之單位主任或其委派之職員匯報工作及交代。

C. 主要職務及責任

1. 詢問處當值

- 1.1 於單位詢問處回答有關單位活動及會員制度之查詢。
- 1.2 於詢問處接聽來電並轉線至負責同工。
- 1.3 於詢問處派發及收集會員申請表格、收費並發收據。
- 1.4 於詢問處派發及收集各項活動及興趣班之報名表。
- 1.5 在單位之圖書館詢問處當值。

2. 文書工作

- 2.1 處理單位內之中英文文字處理（含有服務使用者機密資料之文件除外）。
- 2.2 協助整理統計報告呈交總辦事處、社會福利署及社聯。
- 2.3 協助在報章上或網上尋找職位空缺。
- 2.4 協助運送文件往返總辦事處或其他辦事處／單位，並協助單位購物。

3. 活動推行

- 3.1 協助單位預訂場地。
- 3.2 協助製作單位之展板及通訊。
- 3.3 協助前線同工在單位內推行活動（須獲得單位主任或社會工作督導主任批准）。
- 3.4 協助前線同工在單位以外推行活動（須獲得單位主任或社會工作督導主任批准）。
- 3.5 協助前線同工帶領小組（視乎受訓學員之能力及經驗，且須有負責同工在場）。

4. 輪班

4.1 如有需要須輪班工作至晚上十時。

5. 清潔及保養

5.1 安排及跟進單位內之恒常保養。

5.2 為單位清理文件及執行基本清潔工作。

6. 其他

執行由單位主任或機構所指派的其他職務。

D. 個人發展

經常增強與職務有關的知識及技能。

E. 行為守則

必須遵守機構之員工守則及附於聘約後的服務條款。

F. 其他

1. 獲機構發出的職員証。
2. 將不獲印製名片。

明愛青少年及社區服務

2002年1月制訂

修訂於2006年9月21日、2009年2月

Caritas – Hong Kong
Youth & Community Service
Job Description for Programme Assistant (PA)

A. Position Summary

The PA is to assist unit staff in group programmes/activities and management of the unit such as manning of reception counter and study/reading room.

B. Accountability

The PA is accountable to the Social Worker-in-charge of the respective unit or his / her delegate.

C. Key Roles and Responsibilities

1. Counter Duties

- 1.1 To answer public enquiry at the main reception counter about the unit's programmes and membership.
- 1.2 To receive incoming phone calls at the counter and transfer the line to the responsible staff.
- 1.3 To distribute or collect the application form for membership at the counter and to collect fees and issue receipts to service users.
- 1.4 To distribute or collect the application form for classes, programmes and activities at the counter.
- 1.5 To perform counter duties at the study/reading room in the unit.

2. Paper Work and Clerical Duties

- 2.1 To handle Chinese and English word-processing assignments in the unit (except for those documents containing confidential data about the clientele).
- 2.2 To help compile the statistical reports for submission to the Head Office, Social Welfare Department and the HKCSS.
- 2.3 To assist in searching job vacancies in the newspapers or through the internet.
- 2.4 To deliver and dispatch documents to the Head Office or other offices/ units and assist in the purchase of goods for the unit.

3. Programme Implementation

- 3.1 To assist in the booking of venue for the unit.
- 3.2 To assist in the production of exhibition boards and newsletters of the unit.

- 3.3 To serve as a helper to the field staff who runs programme in the unit (the approval of such deployment must rest with the worker-in-charge or the Social Work Supervisor).
- 3.4 To serve as a helper to the field staff who runs programme outside the centre (approval of such deployment must rest with the worker-in-charge or the Social Work Supervisor).
- 3.5 To assist the field staff in running groups (depending on the experience and ability of the trainee, with the presence of the responsible field staff).

4. Shift Duty

- 4.1 To take shift duties till 10:00 pm if necessary.

5. Cleaning and Maintenance Duties

- 5.1 To arrange and follow up the routine maintenance of the unit premises.
- 5.2 To perform document clearing and simple cleaning duties for the unit.

6. Other

Any other duties as assigned by the Social Worker-in-charge or the agency.

D. Personal Development

The worker needs to regularly strengthen the knowledge and skills related to his / her duties.

E. Code of Conduct

When discharging duties, the worker is required to comply with the rules and regulations stated in the Employee Handbook of Caritas – Hong Kong and the terms and conditions of service attached to the employment contract.

F. Others

1. A staff card will be given by the Agency.
2. No name card will be printed.

Caritas Youth and Community Service

January 2002

Revised on 21 September, 2006 and February 2009

香港明愛
青少年及社區服務
二級服務員職責說明

A. 職位概要：

青少年及社區服務二級服務員之職能是提供行政及服務支援，以協助單位提供優質之服務。

B. 工作交代：

向所屬單位之社會工作督導主任／單位主任或其委派之職員負責。

C. 主要職務及責任：

1. 清潔工作

- 1.1 每天須保持主任室、電腦房、寫字樓、詢問處、會議室、圖書館及走廊清潔，包括地板、門、窗、書桌、報告版及各同工之水杯等。必須每天清理該等房間之垃圾桶；
- 1.2 清潔男女廁所及廚房；
- 1.3 禮堂及禮堂走廊須每週至少作一次大清潔。

2. 內勤工作

- 2.1 燒開水及加職員、會員用水；
- 2.2 負責託管服務膳食者須到市場買菜及煲湯、協助廚房傳送膳食予服務對象、照顧服務對象用膳及預備茶點；
- 2.3 將當天之報紙在開放中心前全部上架；
- 2.4 如有需要亦須協助影印；
- 2.5 暑期班開始時亦需協助看管小朋友，開課前將課室內之檯椅備妥、安排物資、設備及場地清潔。

3. 外勤工作

- 3.1 傳送文件往來本中心與總部；
- 3.2 如有需要亦得由上司指派的機構交取文件、小冊子或物資等；
- 3.3 協助同工替中心張貼活動宣傳海報、掛橫額或有關宣傳品；
- 3.4 協助活動進行時之物資運輸、場地清潔、佈置等支援性工作。

4. 詢問處工作

- 4.1 負責康樂用品借還工作；
- 4.2 協助辦理申請會員及活動報名之工作；
- 4.3 在詢問處派發表格、宣傳資料及協助回答簡單之公眾查詢。

5. 其他

執行上司及上司委派分配工作之同工所安排的工作。

D. 個人發展

經常增強與職務有關的知識及技能。

E. 行為守則

必須遵守機構之員工守則及附於聘約後的服務條款。

明愛青少年及社區服務

2009年1月

Caritas –Hong Kong
Youth & Community Service
Job Description for Workman II

A. Position Summary

The overall role of the Workman II of Youth and Community Service is to provide administrative and service support for the unit to render quality services.

B. Accountability

The worker is accountable to the Social Work Supervisor or Worker-in-Charge of the respective unit or his / her delegate.

C. Key Roles and Responsibilities

1. Cleaning work

- 1.1 Keep the supervisor's room, computer room, office, reception counter, conference room, library and corridor clean, including the floor, door, windows, desks, notice boards and cups of all workers. Rubbish bins in the rooms should be cleared every day.
- 1.2 Cleaning of the gentlemen and ladies washrooms as well as the kitchen.
- 1.3 Weekly cleaning of the hall and the corridors of the hall.

2. Indoor work

- 2.1 Prepare boiled water and fill drinking water for staff and members.
- 2.2 Those responsible for the meal service of after-school care programme have to buy food from the market, prepare soup, help the kitchen deliver cooked food to service users, take care of the service users and prepare snacks.
- 2.3 Place the latest newspapers and magazines on shelf before the centre is open.
- 2.4 Help with photocopying task if needed.
- 2.5 Help look after children when summer classes begin. Set up the tables and chairs in the room before classes. Prepare equipment and facilities and a clean environment.

3. Field assignments

- 3.1 Dispatch documents between the centre and the headquarters.
- 3.2 Deliver documents, booklets or equipment to/from agencies as instructed by the supervisor if needed.
- 3.3 Help workers put up activity posters, banners or related promotional materials in the centre.

3.4 Help with the transportation of equipment, venue cleaning and set up for activities.

4. Reception Counter

4.1 On duty for toys loan.

4.2 Help with membership application and activity enrolment.

4.3 Distribute forms and promotional materials at the counter and help answer simple enquiry.

5. Others

Other duties as assigned by the immediate supervisor or his/her delegate.

D. Personal Development

The worker needs to regularly strengthen the knowledge and skills related to his / her duties.

E. Code of Conduct

When discharging duties, the worker is required to comply with the rules and regulations stated in the Employee Handbook of Caritas – Hong Kong and the terms and conditions of service attached to the employment contract.

Caritas Youth and Community Service

January 2009

香港明愛
青少年及社區服務
行政主任職責說明

A. 職位概要

青少年及社區服務行政主任的職能是協助及支援服務總主任（總主任），以管轄服務屬下所有單位的一般管理和發展，以及維持一個有效率的總辦事處。

B. 工作交代

向所屬服務之總主任負責。

C. 主要職務及責任

1. 內部與外部聯繫

- 1.1 協助總主任聯絡服務內的不同單位和機構內／外的其他單位，以保持有效之日常運作。
- 1.2 協助總主任回應公眾及傳媒之查詢。
- 1.3 準備最新的中央通訊名單以有效發放消息。

2. 人事管理

- 2.1 在行政助理的協助下督導總辦事處之職員。
- 2.2 定期檢討工作分配以確保效益與效率。
- 2.3 協助總主任處理服務之人事招聘。
- 2.4 協助總主任安排服務單位員工之發展項目。

3. 申請政府資助、津貼及服務協議和相關資料

- 3.1 協助總主任申請額外津貼或有條件的撥款(如適用)。
- 3.2 協助總主任監察各服務單位之服務質量指標是否符合津貼及服務協議的要求。

4. 活動財政及指定捐款

- 4.1 撰寫計劃書向相關資助機構申請撥款。
- 4.2 為不同的已審批撥款申請活動編號、準備報告及付款文件。
- 4.3 記錄指定捐款並維持與捐助人的聯絡。
- 4.4 監察已審批撥款及指定捐款之進展。

5. 財政預算及開支控制

- 5.1 協助總主任準備各服務單位／活動計劃之財政預算。
- 5.2 協助總主任監察服務及總辦事處之收入與開支。

6. 資金流動/銀行事宜

- 6.1 協助總主任處理有關零用現金及銀行帳戶之事宜。

7. 辦公室管理

- 7.1 負責監督器材及物資採購。
- 7.2 確保辦公室地方/總辦事處之傢俱及器材得到妥善保養與維修。

8. 中央採購/印刷/保養維修

- 8.1 統籌中央採購/印刷/保養維修。
- 8.2 將有用之報價存檔以供各服務單位參考。

9. 自動化辦公室

- 9.1 訓練下屬使用電腦軟件及特別設計之電腦程式。
- 9.2 負責與其他服務單位及機構之電郵聯絡。
- 9.3 聯絡辦公室儀器審核委員會以協調電腦軟/硬件之採購。

10. 牌照/登記

- 10.1 負責有關服務單位之牌照、登記、申請證書及結構檢查等事宜。

11. 物業

- 11.1 跟進有關服務單位之保險及租約事宜。
- 11.2 跟進服務單有關維修項目之申請、執行及付款等事宜。

12. 存檔系統

- 12.1 維持有效之存檔系統。
- 12.2 確保有關各服務單位之資產、物資、租約、保險等記錄載有最新和準確的資料。

13. 報告及其他秘書工作

- 13.1 協助總主任準備不同的報告，以供內部督導及向公眾問責和宣傳之用。
- 13.2 在有需要時在會議及委員會上摘寫會議記錄。

14. 其他

- 14.1 執行總主任指派之其他職務。

D. 個人發展

經常增強與職務有關的知識及技能。

E. 行為守則

必須遵守機構之員工守則及附於聘約後的服務條款。

明愛青少年及社區服務

1999年8月9日

修訂於2009年8月

Caritas – Hong Kong
Youth and Community Service
Job Description for Administrative Officer

A. Position Summary

The overall role of the Administrative Officer (AO) is to assist and support the Service Head in the general management and development of all service units under the Service, and to maintain an efficient Head Office.

B. Accountability

The AO is accountable to the Service Head.

C. Key Roles and Responsibilities

1. Internal and External Liaison

- 1.1 Assist the Service Head in liaison with different service units within the Service and with other units from within or outside the agency for effective daily operation.
- 1.2 Assist the Service Head in response to enquiries from the public and the mass media.
- 1.3 Keep an updated central mailing list for effective dispatch of information.

2. Personnel Management

- 2.1. Supervise staff in the Head Office with the assistance of the Executive Assistant.
- 2.2. Review job allocation periodically to ensure efficiency and effectiveness.
- 2.3. Assist the Service Head in staff recruitment for the Service.
- 2.4. Assist the Service Head in monitoring staff development programmes.

3. Funding and Service Agreement and related information

- 3.1. Assist Service Head to prepare applications on supplementary subvention or release of conditional grant where applicable.
- 3.2. Assist Service Head in monitoring service output of different service units in accordance with the requirement of the Funding and Service Agreement.

4. Project Accounts and Designated Donation

- 4.1 Prepare project proposals for making application to relevant funding bodies.
- 4.2 Apply for project codes and prepare report and payment claim when necessary for different funds approved.
- 4.3 Keep record of designated donation and maintain communication with donors.
- 4.4 Monitor the progress of approved funding and designated donation.

-
- 5. Budget preparation and expenditure control**
 - 5.1 Assist Service Head in preparing budgets for different service units / programmes.
 - 5.2 Assist Service Head in monitoring the income and expenditure of the Service and Head Office.

 - 6. Cash Flow / Banking Matters**
 - 6.1 Assist Service Head in matters related to petty cash, bank account and bank balance.

 - 7. Office Maintenance**
 - 7.1 Be responsible for monitoring purchase requisition.
 - 7.2 Upkeep the maintenance and repairs of office premises / furniture and equipment of the Head Office.

 - 8. Centralized purchase / printing order / maintenance**
 - 8.1 Coordinate centralized purchase / printing order / maintenance.
 - 8.2 Keep records of useful quotations for reference of service units.

 - 9. Office Automation**
 - 9.1 Train subordinates in use of computer software packages and specially designed computer programmes.
 - 9.2 Be responsible for E-mail communication with other service units and other agencies.
 - 9.3 Liaise with the Office Equipment Vetting Committee on addition of computer hardware and software.

 - 10. Licensing / Registration**
 - 10.1 Be responsible for matters related to licensing, registration, application of certificate and structural inspection for service units.

 - 11. Property**
 - 11.1 Follow up matters related to insurance and tenancy agreements of service units.
 - 11.2 Monitor the application, execution and account payment of minor repairs & major renovation of service units.

 - 12. Record Keeping**
 - 12.1 Maintain an effective filing system.
 - 12.2 Ensure that central records including asset registry, inventory, tenancy agreements and insurance policies of different service units are up-to-date and accurate.

13. Reports and other secretarial duties

13.1 Assist Service Head in preparation of different kinds of reports for internal monitoring and for accountability or publicity to outside bodies.

13.2 Help with taking of minutes in different meetings and committees when necessary.

14. Others

14.1 Any other duties as assigned by Service Head.

D. Personal Development

The worker needs to regularly strengthen the knowledge and skills related to his / her duties.

E. Code of Conduct

When discharging duties, the worker is required to comply with the rules and regulations stated in the Employee Handbook of Caritas – Hong Kong and the terms and conditions of service attached to the employment contract.

Caritas Youth and Community Service

9 August 1999

Revised in August 2009

香港明愛
青少年及社區服務
行政助理職責說明

A. **職位概要：**

青少年及社區服務行政助理的職能是協助及支援行政主任，以管轄服務屬下所有單位的一般管理和發展，以及維持一個有效率的總辦事處。

B. **工作交代：**

向所屬服務之行政主任負責。

C. **主要職務及責任：**

1. **內部與外部聯繫**

1.1 協助行政主任聯絡服務內的不同單位和機構內／外的其他單位，以保持有效之日常運作。

2. **人事管理**

- 2.1 協助不同單位之新入職文員熟習工作。
- 2.2 督導總辦事處之初級職員，以及解答不同服務單位的文員有關一般行政事宜之查詢。
- 2.3 處理人事招聘及離職之程序，以及備妥所有有關之正式文件。
- 2.4 管理服務內所有員工之人事記錄和休假記錄，確保檔案及時更新和保密。
- 2.5 確保服務之職員名單載有最新資料。
- 2.6 檢查出納記錄，確保所有資料準確無誤。
- 2.7 在人事文員的協助下，確保明愛之人力資源系統和強積金供款系統及時更新。
- 2.8 在每個財政年度結束前更新社會福利署要求之顯影員工名單。

3. **財務**

- 3.1 檢查確認所有財政記錄上之出納數字準確無誤。
- 3.2 在其他文員的協助下，檢查各單位的每月財政報告，聯繫各單位和會計部門以調整及更正資料。
- 3.3 在其他文員的協助下，準備各服務單位的未經核數之年度財政報告。
- 3.4 協助行政主任處理零用現金及銀行帳目之事宜。

4. **財政預算及開支控制**

- 4.1 協助行政主任準備各服務單位／活動計劃之財政預算。
- 4.2 協助行政主任控制總辦事處之開支。

5. 政府津助

- 5.1 核對社會福利署之津助放款。
- 5.2 協助申請額外津貼或有條件的撥款(如適用)。
- 5.3 核對津助部門所要求之統計數據和資料。

6. 基金撥款

- 6.1 協助行政主任撰寫計劃書向相關資助機構申請撥款。
- 6.2 協助行政主任監察已審批撥款及指定捐款之進展。

7. 辦公室管理

- 7.1 聯絡行政部確保辦公室得到妥善保養及維修。
- 7.2 妥善保存放於總辦事處之中央器材與活動物資。
- 7.3 保持存放於總辦事處之中央物資更新，以及安排物資由總辦事處至單位的運送。
- 7.4 在行政主任的督導下，採購辦公室儀器配件等物資。
- 7.5 妥善記載及更新物資記錄。

8. 自動化辦公室

- 8.1 記錄置於總辦事處及服務單位之電腦硬件及軟件並確保檔案資料及時更新。

9. 存檔系統

- 9.1 協助行政主任管理存檔系統。

10. 其他

- 10.1 執行所屬服務的總主任或行政主任指派之其他職責。

D. 個人發展

需增強與職務有關的知識及技能。

E. 行為守則

必須遵守機構之員工守則及附於聘約後的服務條款。

明愛青少年及社區服務

2009年1月

修訂於2009年6月

Caritas – Hong Kong
Youth and Community Service
Job Description for Executive Assistant

A. Position Summary

The overall role of Executive Assistant is to assist and support the Administrative Officer (AO) in the general management and development of all service units under the Service, and to maintain an efficient Head Office.

B. Accountability

The Executive Assistant is accountable to the AO of the Service.

C. Key Roles and Responsibilities

1. Internal and External Liaison

1.1 Assist the AO in liaison with different service units within the Service and with other units within or outside the Agency for effective daily operation.

2. Personnel Matters

2.1 Help in orientation of new clerical staff in different units.

2.2 Supervise junior staff in the Head Office and answer enquiries from clerical staff of different service units on general administrative matters.

2.3 Handle the procedures on staff recruitment and resignation and to prepare the related official document.

2.4 Keep personnel records of all staff of the Service and record of staff leave, ensuring that records are kept up-to-date and in a confidential manner.

2.5 Keep the staff list of the Service up-to-date.

2.6 Check the payroll and make sure all information is correct.

2.7 Update the data required by the Human Resource Management System for Caritas and MPF System with assistance of personnel clerk.

2.8 Update the snapshot staff list required by Social Welfare Department (SWD) by the end of each fiscal year.

3. Finance

3.1 Check the salary figure of all financial statements.

3.2 Check monthly financial statement of units with the assistance of other clerks and liaise with units and accounting office for adjustment and amendment.

3.3 Prepare year end unaudited statement of the service units with the assistance of other clerks.

3.4 Assist AO in matters related to petty cash and bank balance.

4. Budget preparation and expenditure control

4.1 Assist AO in preparing budgets for different service units / programmes.

4.2 Assist AO on the expenditure control of Head Office.

5. Subvention

5.1 Check the SWD's subvention release.

5.2 Assist to prepare applications on supplementary subvention or release of conditional grant where applicable.

5.3 Check statistical reports and data returns required by the subventing departments.

6. Funding

6.1 Assist AO to prepare project proposals for making application to relevant funding bodies.

6.2 Assist EO to monitor the progress of approved fundings and designated donation.

7. Office Maintenance

7.1 Liaise with management office for office maintenance.

7.2 Upkeep the equipment and programme materials kept at Head Office for centralized use.

7.3 Keep the central materials stored at Head Office updated and arrange central delivery of materials to units.

7.4 Order accessories of office equipment under the instruction of AO.

7.5 Be responsible to keep the inventory and asset register up-to-date and accurate.

8. Office Automation

8.1 Keep an up-to-date record of computer hardware and software in Head Office and in service units.

9. Filing System and Record Keeping

9.1 Assist AO to supervise the filing system.

10. Others

10.1 To undertake other duties as required by the Service Head / Administrative Officer .

D. Personal Development

The worker needs to regularly strengthen the knowledge and skills related to his / her duties.

F. Code of Conduct

When discharging duties, the worker is required to comply with the rules and regulations stated in the Employee Handbook of Caritas – Hong Kong and the terms and conditions of service attached to the employment contract.

Caritas Youth and Community Service

January 2009

Revised in June 2009

香港明愛
青少年及社區服務
一級文員職責說明

A. 職位概要：

青少年及社區服務一級文員之職能是提供行政及服務支援，以協助單位提供優質之服務。

B. 工作交代：

向所屬服務單位之單位主任負責。

C. 主要職務及責任：

1. 詢問處接待工作

包括接聽電話，提供服務資訊予公眾，與及處理會員申請、活動報名及圖書／玩具借還等手續。

2. 財政處理

協助社會工作督導主任／單位主任處理各項收支及有關之記錄。

3. 檔案管理

協助社會工作督導主任／單位主任處理及存放單位之往來文件、服務及會員資料等有關記錄，管理檔案及服務表格之系統。

4. 文件處理

協助中英文檔案及與活動有關之文字輸入工作，及負責影印文件。

5. 統計管理

協助整理單位各項服務及會員數字之統計資料。

6. 物資管理

按照社會工作督導主任／單位主任之指示及單位之需要，負責添置、記錄及管理單位之物資，除作定期檢查外，亦需聯絡有關人士／團體提供維修服務。

7. 協助推動單位服務／活動

提供支援服務以預備和協助活動的宣傳和服務的推行，與及協助準備活動器材、場地及於活動後清理場地。

8. 外勤工作

按照社會工作督導主任／單位主任之指示協助統籌或執行外勤工作。

9. 其他

執行由社會工作督導主任／單位主任所指派的其他職務。

D. 個人發展

經常增強與職務有關的知識及技能。

E. 行為守則

必須遵守機構之員工守則及附於聘約後的服務條款。

明愛青少年及社區服務

1999年12月

修訂於2004年2月3日、2009年6月

**Caritas - Hong Kong
Youth & Community Service
Job Description of Clerk I**

A. Position Summary

The overall role of the Clerk I of Youth and Community Service is to provide administrative and service support for the unit to render quality services.

B. Accountability

The worker is accountable to the Social Worker-in-Charge of the respective service unit.

C. Key Roles and Responsibilities

1. Counter Reception

Duties include answering the telephone, providing service information to the public, handling membership application, activities application and books/toys loan, etc.

2. Finance

To assist Social Work Supervisor or Social Worker-in-Charge of the respective service unit to handle income and expenditure and the related records.

3. File Management

To assist Social Work Supervisor or Social Worker-in-Charge of the respective service unit to handle and keep correspondence and records of services and membership of the unit, and manage the filing system and service forms.

4. Paper Work

To assist in typing Chinese and English files and activity-related documents and in photocopying of documents.

5. Statistics Management

To assist in compiling statistics of the different services and membership of the unit.

6. Assets Management

To be responsible for the procurement, record and management of unit assets in accordance with directive from the Social Work Supervisor or Social Worker-in-Charge and the needs of the unit. Need to contact related person/agency for maintenance service apart from regular checking.

7. Assistance for Services/Programmes

To provide support for services/programmes, including the preparation (equipment and venue, etc), promotion and implementation of the services/programmes, and cleaning up after the event.

8. Field Assignment

To assist in coordinating or carrying out field assignments as directed by the Social Work Supervisor or Social Worker-in-Charge.

9. Others

To carry out other duties as assigned by the Social Work Supervisor or Social Worker-in-Charge.

D. Personal Development

The worker needs to regularly strengthen the knowledge and skills related to his / her duties.

E. Code of Conduct

When discharging duties, the worker is required to comply with the rules and regulations stated in the Employee Handbook of Caritas – Hong Kong and the terms and conditions of service attached to the employment contract.

Caritas Youth and Community Service
December 1999
Revised on 3 February 2004 and June 2009

香港明愛
青少年及社區服務
二級文員職責說明

A. 職位概要：

青少年及社區服務二級文員之職能是提供行政及服務支援，以協助單位提供優質之服務。

B. 工作交代：

向所屬服務單位之單位主任負責。

C. 主要職務及責任：

1. 詢問處接待工作

包括接聽電話，提供服務資訊予公眾，與及處理會員申請、活動報名及圖書／玩具借還等手續。

2. 財政處理

協助社會工作督導主任／單位主任處理各項收支及有關之記錄。

3. 檔案管理

協助社會工作督導主任／單位主任處理及存放單位之往來文件、服務及會員資料等有關記錄，管理檔案及服務表格之系統。

4. 文件處理

協助中英文檔案及與活動有關之文字輸入工作，及負責影印文件。

5. 統計管理

協助整理單位各項服務及會員數字之統計資料。

6. 物資管理

按照社會工作督導主任／單位主任之指示及單位之需要，負責添置、記錄及管理單位之物資，除作定期檢查外，亦需聯絡有關人士／團體提供維修服務。

7. 協助推動單位服務／活動

提供支援服務以預備和協助活動的宣傳和服務的推行，與及協助準備活動器材、場地及於活動後清理場地。

8. 外勤工作

按照社會工作督導主任／單位主任之指示協助統籌或執行外勤工作。

9. 其他

執行由社會工作督導主任／單位主任所指派的其他職務。

D. 個人發展

經常增強與職務有關的知識及技能。

E. 行為守則

必須遵守機構之員工守則及附於聘約後的服務條款。

明愛青少年及社區服務

1999年12月

修訂於2004年2月3日、2009年6月

Caritas – Hong Kong
Youth & Community Service
Job Description for Clerk II

A. Position Summary

The overall role of the Clerk II of Youth and Community Service is to provide administrative and service support for the unit to render quality services.

B. Accountability

The worker is accountable to the Social Worker-in-Charge of the respective service unit.

C. Key Roles and Responsibilities

1. Counter Reception

Duties include answering the telephone, providing service information to the public, handling membership application, activities application and books/toys loan, etc.

2. Finance

To assist Social Work Supervisor or Social Worker-in-Charge of the respective service unit to handle income and expenditure and the related records.

3. File Management

To assist Social Work Supervisor or Social Worker-in-Charge of the respective service unit to handle and keep correspondence and records of services and membership of the unit, and manage the filing system and service forms.

4. Paper Work

To assist in typing Chinese and English files and activity-related documents and in photocopying documents.

5. Statistics Management

To assist in compiling statistics of the different services and membership of the unit.

6. Assets Management

To be responsible for the procurement, record and management of unit assets in accordance with directive from the Social Work Supervisor or Social Worker-in-Charge and the needs of the unit. Need to contact related person/agency for maintenance service apart from regular checking.

7. Assistance for Services/Programmes

To provide support for services/programmes, including the preparation (equipment and venue, etc), promotion and implementation of the services/programmes, and cleaning up after the event.

8. Field Assignment

To assist in coordinating or carrying out field assignments as directed by the Social Work Supervisor or Social Worker-in-Charge.

9. Others

To carry out other duties as assigned by the Social Work Supervisor or Social Worker-in-Charge.

D. Personal Development

The worker needs to regularly strengthen the knowledge and skills related to his / her duties.

E. Code of Conduct

When discharging duties, the worker is required to comply with the rules and regulations stated in the Employee Handbook of Caritas – Hong Kong and the terms and conditions of service attached to the employment contract.

Caritas Youth and Community Service
December 1999
Revised on 3 February 2004 and June 2009

香港明愛
青少年及社區服務
打字員職責說明

A. 職位概要：

青少年及社區服務打字員之職能是提供行政及服務支援，以協助單位提供優質之服務。

B. 工作交代：

向所屬服務單位之單位主任負責。

C. 主要職務及責任：

1. 詢問處接待工作

包括接聽電話，提供服務資訊予公眾，與及處理會員申請、活動報名及圖書／玩具借還等手續。

2. 檔案管理

協助社會工作督導主任／單位主任處理及存放單位之往來文件、服務及會員資料等有關記錄，管理檔案及服務表格之系統。

3. 文件處理

協助中英文檔案及與活動有關之文字輸入工作，及負責影印文件。

4. 統計管理

協助整理單位各項服務及會員數字之統計資料。

5. 物資管理

按照社會工作督導主任／單位主任之指示及單位之需要，負責添置、記錄及管理單位之物資，除作定期檢查外，亦需聯絡有關人士／團體提供維修服務。

6. 協助推動單位服務／活動

提供支援服務以預備和協助活動的宣傳和服務的推行，與及協助準備活動器材、場地及於活動後清理場地。

7. 外勤工作

按照社會工作督導主任／單位主任之指示協助統籌或執行外勤工作。

8. 其他

執行由社會工作督導主任／單位主任所指派的其他職務。

D. 個人發展

經常增強與職務有關的知識及技能。

E. 行為守則

必須遵守機構之員工守則及附於聘約後的服務條款。

明愛青少年及社區服務

1999年12月

修訂於2004年2月3日、2009年6月

Caritas – Hong Kong
Youth & Community Service
Job Description for Typist

A. Position Summary

The overall role of the Typist of Youth and Community Service is to provide administrative and service support for the unit to render quality services.

B. Accountability

The worker is accountable to the Social Worker-in-Charge of the respective service unit.

C. Key Roles and Responsibilities

1. Counter Reception

Duties include answering the telephone, providing service information to the public, handling membership application, activities application and books/toys loan, etc.

2. File Management

To assist Social Work Supervisor or Social Worker-in-Charge of the respective service unit to handle and keep correspondence and records of services and membership of the unit, and manage the filing system and service forms.

3. Paper Work

To assist in typing Chinese and English files and activity-related documents and in photocopying documents.

4. Statistics Management

To assist in compiling statistics of the different services and membership of the unit.

5. Assets Management

To be responsible for the procurement, record and management of unit assets in accordance with directive from the Social Work Supervisor or Social Worker-in-Charge and the needs of the unit. Need to contact related person/agency for maintenance service apart from regular checking.

6. Assistance for Services/Programmes

To provide support for services/programmes, including the preparation (equipment and venue, etc), promotion and implementation of the services/programmes, and cleaning up after the event.

7. Field Assignment

To assist in coordinating or carrying out field assignments as directed by the Social Work Supervisor or Social Worker-in-Charge.

8. Others

To carry out other duties as assigned by the Social Work Supervisor or Social Worker-in-Charge.

D. Personal Development

The worker needs to regularly strengthen the knowledge and skills related to his / her duties.

E. Code of Conduct

When discharging duties, the worker is required to comply with the rules and regulations stated in the Employee Handbook of Caritas – Hong Kong and the terms and conditions of service attached to the employment contract.

Caritas Youth and Community Service

December 1999

Revised on 3 February 2004 and June 2009

**香港明愛
青少年及社區服務
事務員職責說明**

- A. 職位概要：**
青少年及社區服務事務員之職能是提供行政及服務支援，以協助單位提供優質之服務。
- B. 工作交代：**
向所屬服務單位之單位主任負責。
- C. 主要職務及責任：**
- 1. 詢問處接待工作**
包括接聽電話，提供服務資訊予公眾，與及處理會員申請、活動報名及圖書／玩具借還等手續。
 - 2. 檔案整理**
協助社會工作督導主任／單位主任處理及存放單位之往來文件、服務及會員資料等有關記錄，整理檔案及服務表格之系統。
 - 3. 文件處理**
協助中英文檔案及與活動有關之文字輸入工作，及負責影印文件。
 - 4. 物資管理**
按照社會工作督導主任／單位主任之指示及單位之需要，負責添置、記錄及管理單位之物資，除作定期檢查外，亦需聯絡有關人士／團體提供維修服務。
 - 5. 協助推動單位服務／活動**
提供支援服務以預備和協助活動的宣傳和服務的推行，與及協助準備活動器材、場地及於活動後清理場地。
 - 6. 外勤工作**
按照社會工作督導主任／單位主任之指示協助統籌或執行外勤工作。
 - 7. 其他**
執行由社會工作督導主任／單位主任所指派的其他職務。
- D. 個人發展**
經常增強與職務有關的知識及技能。
- E. 行為守則**
必須遵守機構之員工守則及附於聘約後的服務條款。

Caritas – Hong Kong
Youth & Community Service
Job Description for Office Assistant (OA)

A. Position Summary

The overall role of the Office Assistant of Youth and Community Service is to provide administrative and service support for the unit to render quality services.

B. Accountability

The worker is accountable to the Social Worker-in-Charge of the respective service unit.

C. Key Roles and Responsibilities

1. Counter Reception

Duties include answering the telephone, providing service information to the public, handling membership application, activities application and books/toys loan, etc.

2. File Work

To assist Social Work Supervisor or Social Worker-in-Charge of the respective service unit to handle and keep correspondence and records of services and membership of the unit, and organize the files and service forms.

3. Paper Work

To assist in typing Chinese and English files and activity-related documents and in photocopying documents.

4. Assets Management

To be responsible for the procurement, record and management of unit assets in accordance with directive from the Social Work Supervisor or Social Worker-in-Charge and the needs of the unit. Need to contact related person/agency for maintenance service apart from regular checking.

5. Assistance for Services/Programmes

To provide support for services/programmes, including the preparation (equipment and venue, etc), promotion and implementation of the services/programmes, and cleaning up after the event.

6. Field Assignment

To assist in coordinating or carrying out field assignments as directed by the Social Work Supervisor or Social Worker-in-Charge.

7. Others

To carry out other duties as assigned by the Social Work Supervisor or Social Worker-in-Charge.

D. Personal Development

The worker needs to regularly strengthen the knowledge and skills related to his / her duties.

E. Code of Conduct

When discharging duties, the worker is required to comply with the rules and regulations stated in the Employee Handbook of Caritas – Hong Kong and the terms and conditions of service attached to the employment contract.

Caritas Youth and Community Service

December 1999

Revised on 3 February 2004 and June 2009