

Branches of Hope

ROAD Team

ROAD Program Caseworker

Branches of Hope exists to restore dignity, justice, and hope to vulnerable and marginalised communities in Hong Kong. Our mission is to care, empower, and raise awareness for people in these vulnerable and marginalised communities.

The Refugee Opportunity and Development Programme (ROAD), one of Branches of Hope's initiatives, currently serves over 600 refugees and asylum seekers, mainly from Africa, Middle East and South Asia living in Hong Kong. This role sits within the ROAD Team and supports a critical pathway for community members to receive practical support while in Hong Kong, with the goal of facilitating safe and dignified pathways toward both repatriation and resettlement.

This role requires a balance of direct casework, stakeholder coordination, and practical problem-solving. This is a full-time position reporting to the Program & Organisational Development Manager. The role is based on a Monday to Friday work week with occasionally weekend activities (compensated with time off in lieu).

Key Responsibilities:

General Casework

- Serve as a main point of contact for ROAD clients and community communication.
- Admit new refugees as ROAD clients by reviewing records and conducting intake assessments to determine need for emotional, physical, and financial support.
- Assist in fulfilling clients' immediate and emergency needs as per ROAD assistance guidelines.
- Facilitate the disbursement of financial support to the refugees and asylum seekers, ensuring that the financial records are kept in accordance to policies.
- Refer clients to partner organisations as appropriate, maintain communications with ISS and other authorities.
- Maintain progress notes and case records accurately and timely by reviewing clients' needs, observing and evaluating assistance.

Repatriation & Resettlement Casework

- Conduct information sessions with community members on resettlement pathways, eligibility, and available options.
- Identify, develop, and maintain partnerships with external organisations, embassies, and stakeholders to facilitate and expand durable solutions opportunities.
- Support and advise community members throughout the repatriation and resettlement process, including preparing, coordinating, and reviewing required documentation with relevant organisations and authorities.

- Prepare approved applicants for departure and transition, in coordination with partner organisations.
- Advocate, where appropriate, with Immigration Department to prevent premature detention or removal.

General Duties

- Contribute to the ongoing development and refinement of the Durable Solutions strategy, informed by evolving external contexts and community needs.
- Create and maintain accurate records, statistics, and documentation to support Durable Solutions planning and reporting.
- Support organisation events where relevant to Branches of Hope or other partnership opportunities.
- Any other duties as reasonably assigned by the supervisor.

Requirements:

- A personal commitment to the Christian faith, with the ability to live this out through humility, compassion, and integrity in working with vulnerable communities and within a faith-based organisation.
- Experience working with Ethnic Minorities, in particular understanding the specific needs and challenges faced by refugees and asylum seekers in Hong Kong is a plus.
- Strong interpersonal skills and teamwork experience. Effective verbal and written communication skills to interact with refugees, government agencies, and stakeholders involved in the resettlement process.
- Knowledge and familiarity of Refugee Resettlement policies, procedures, and legal frameworks is beneficial.
- Degree in Social Work, Human Rights, Law, Psychology or related disciplines.
- Preference for at least 3 years' experience in social work and/or non-government organisations. Having casework experience is highly desirable.
- Having an approachable, relational and empathetic personality is vital in supporting our community members with dignity and compassion.
- Strong organisational and administrative skills to manage and prioritise multiple cases, maintaining proper documentation and ensuring timely follow-up.
- Language Skills: Ability to speak Chinese, French, Hindi, Sinhala, Bahasa Indonesian, Nepali or other Asian languages would be an asset.

How to apply:

Please send your resume and cover letter to career@branchesofhope.org.hk.

Interviews will be conducted on a rolling basis.