



## Alongside Limited

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[www.walkalongside.org](http://www.walkalongside.org)

**Job Title:** Case Manager (Full-time / Part-time)  
**Location:** Hong Kong

### About Us:

Alongside Limited is a social enterprise dedicated to supporting the LGBTQIA+ community with compassionate end-of-life services. Our mission centers on providing autonomy-focused guidance, including public education, advance planning and bereavement support, with empathy and sensitivity towards LGBTQIA+ issues.

### Position Overview:

The Case Manager will play a crucial role in shaping client experience by conducting intake interviews, explaining services, and drafting client procedures. This role also involves assisting with website copywriting to ensure our online presence reflects our mission.

### Job Description:

1. Conduct case intake interviews with clients and address their questions about our services.
2. Draft, write and maintain detailed consultation notes to ensure accurate records.
3. Provide customer service and respond to client inquiries, through phone, emails and social media platforms.
4. Arrange and coordinate appointments between professional service providers and clients.
5. Handle filing and data entry related to client information and ensure accuracy.
6. Monitor client progress and follow-up on pending cases.
7. Ensure compliance with legal and ethical standards.
8. Participate in team meetings and training sessions to stay aligned with company values and updates.
9. Assist with website content, ensuring it is accessible, clear, and align with our brand.

### Core Requirements:

1. Bachelor's degree, preferably in Social Work, a medical-related field, a legal field or a relevant area.
2. Empathy and sensitivity towards end-of-life and LGBTQIA+ issues
3. Excellent communication and interpersonal skills.
4. Ability to handle sensitive information confidentially.
5. Strong organisational and time management skills.
6. Proficiency in data entry and maintaining detailed records.
7. Proficiency in both written Chinese and English, as well as oral Cantonese and English.

### Preferred Requirements:

1. Previous experience in customer service or social work.
2. Experience working with LGBTQIA+ community.
3. Familiarity with legal and ethical standards related to healthcare.

### What We Offer:

1. A meaningful role within a supportive and mission-driven organization.
2. The opportunity to make a positive impact on the lives of our clients and community.
3. A collaborative work environment with opportunity for professional growth.

### How to Apply:

Please send your CV and a cover letter detailing your relevant experience, availability and expected salary to [hr@walkalongside.org](mailto:hr@walkalongside.org) by 14 November 2024.