



Alongside Limited

Office 13, 1/F Eaton House, Eaton HK, 380 Nathan Road, Yau Ma Tei, Hong Kong

T: 9777 8046 | E: info@walkalongside.org

www.walkalongside.org

Job Title:	Part-time Case Manager
Reporting Line:	Head of Operations
Mode of Work:	Hybrid
Working hours:	Flexible scheduling around your availability, coordinated with client appointments and partner activities.

Job Overview:

At Alongside, we support individuals from diverse family backgrounds and structures to explore their wishes and plan ahead for the later stages of life. We are looking for a compassionate, meticulous Part-time Case Manager to provide inclusive initial consultations and ongoing client support, and to bring conversations about end-of-life planning into workplaces and communities. The role focuses on reaching underserved and marginalised communities, including older adults, people living with chronic illnesses and LGBTQ+ individuals.

You do not need prior case management experience. Training will be provided to help you build the knowledge and confidence to support clients with care and professionalism.

Job Responsibilities:

1. Client intake and consultation

- Provide free initial consultations on end-of-life advance planning.
- Help clients explore their values and wishes, understand available services, and identify practical next steps.
- Respond to client enquiries with empathy and clarity, referring questions requiring medical, legal or other specialist advice to the appropriate professionals.
- Provide LGBTQ+ inclusive services, respecting each client's identity, relationships and chosen family when discussing their wishes and coordinating support.

2. Case coordination and follow-up

- Prepare accurate consultation notes and maintain organised, up-to-date client records.
- Arrange appointments and coordinate communication between clients and professional service providers.
- Monitor case progress, follow up on outstanding actions, and support continuity of service.
- Handle sensitive personal information with discretion and follow confidentiality, consent and data-handling procedures.

3. Community and corporate education

- Prepare and deliver talks, workshops and introductory sessions on end-of-life advance planning for corporate and community partners, following training and with team support.
- Assist with educational materials, client resources and relevant website content to make information clear and accessible.
- Collect client and participant feedback to help improve our services.

Who We're Looking For

- Holding an undergraduate degree in any discipline.
- Able to communicate confidently in Cantonese and English, with a good command of written Chinese and English.
- Compassionate, patient and non-judgmental, with strong listening and interpersonal skills.



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- Sensitive to the needs and experiences of LGBT+ individuals, with respect for diverse sexual orientations, gender identities, relationships and family structures.
- Meticulous and organised, particularly when documenting consultations and following up on cases.
- A reliable team player who can also manage agreed tasks independently.
- Comfortable engaging sensitively with topics relating to illness, death, loss and personal wishes.
- Willing to learn, receive feedback and develop confidence in public speaking.
- No prior experience is required. A background in social work, or experience in client support, healthcare, counselling, community services or public education, would be an advantage but is not essential.

What We Offer

- **Flexible working hours:** Plan your availability around your own schedule, while meeting agreed client and programme commitments.
- **Training and guidance:** Develop practical skills in end-of-life advance planning, client communication, case coordination and public education.
- **Meaningful work:** Help individuals and families feel heard, informed and better prepared.
- **Extensive exposure:** Engage with clients, professional service providers, corporate partners and community organisations.
- **A supportive team:** Learn alongside colleagues who value compassion, collaboration and thoughtful service.
- **Opportunities to grow:** Build experience in both individual client support and group facilitation.

How to Apply:

Please send your CV and cover letter to hr@walkalongside.org on or before 30 September 2026.

Please include your availability, preferred weekly working hours, earliest start date and expected hourly rate.