

Secretary to General Manager

Sector: NGO (Child Welfare & Advocacy) **Role Type:** Executive Support / Operational Coordination

The Role

We are looking for a high-caliber Secretary to serve as the primary support for our General Manager. You will be the operational "glue" that connects leadership with our various departments, ensuring that our mission to serve underprivileged children runs with precision and care.

Key Responsibilities

- **Executive Support:** Manage complex calendars, travel logistics, and high-level correspondence.
- **Cross-Departmental Coordination:** Monitor updates and track action items across **Welfare, HR, Education, Security, and Maintenance.**
- **Communication & Reporting:** Draft professional reports, take board minutes, and liaise with external stakeholders/donors.
- **Information Management:** Maintain rigorous filing systems and uphold the highest standards of **confidentiality.**

Requirements

- **Background:** Diploma/Degree in Business Admin, Secretarial Studies, or equivalent.
- **Experience:** 3–5 years supporting senior management (NGO experience is a strong plus).
- **Language:** Fluency in **English** and **Bahasa Malaysia** (Mandarin proficiency is an advantage).
- **Tech-Savvy:** Expert in Microsoft Office Suite.
- **Attributes:** Exceptional multitasking skills, high integrity, and the ability to work independently.
- **Mobility:** Willingness to travel for organizational needs.

What We Offer

- **Competitive Package:** Salary and benefits reflective of your experience.
- **Purpose:** The chance to turn your administrative expertise into real-world social impact.
- **Growth:** A supportive, mission-driven environment that encourages professional developme

Vacancy: Child Affairs Assistant

Sector: NGO – Orphanage & Underprivileged Children

Role: Frontline care and development for children in a residential setting.

The Role

We are looking for compassionate and dedicated individuals to provide a safe, nurturing, and structured environment for our residents. You will play a pivotal role in the daily lives of children, ensuring their physical, emotional, and educational needs are met.

Key Responsibilities

- **Daily Care:** Supervise and assist children with daily routines (meals, personal hygiene, and bedtime).
- **Emotional Support:** Act as a mentor and caregiver, providing a stable and supportive presence.
- **Educational Support:** Assist with homework, monitor school attendance, and encourage extracurricular participation.
- **Health & Safety:** Administer basic first aid, coordinate medical appointments, and ensure a clean, hazard-free living environment.
- **Reporting:** Maintain daily logs of children's progress, behavior, and any incidents for the Welfare department.

Requirements

- **Education:** SPM/STPM minimum; a Certificate or Diploma in Early Childhood Education, Psychology, or Nursing is a significant advantage.
- **Experience:** Prior experience working with children or in a residential care setting preferred.
- **Skills:** Patience, high emotional intelligence, and basic housekeeping skills.
- **Language:** Ability to communicate clearly in Bahasa Malaysia and English.
- **Attributes:** Passion for social work, high integrity, and a positive role-model mindset.
- **Flexibility:** Ability to work on a shift basis (including weekends/public holidays).

What We Offer

- **Impact:** A deeply rewarding career helping children build a better future.
- **Environment:** A mission-driven team and a supportive workplace.
- **Benefits:** Competitive salary, allowances, and relevant training (e.g., First Aid, Child Protection).

Vacancy: Welfare Officer (Head of Home & Welfare)

Sector: NGO – Child Welfare **Core Priority:** Child Safety, Security, and Operational Excellence

The Role

We are looking for a vigilant and disciplined Welfare Officer to lead our residential care team. You will be directly responsible for the safety, discipline, and well-being of **44 children**, while managing a frontline team of **8 Care Staff** and **Welfare Assistants**. This is a hands-on leadership role where proactive supervision is key to maintaining a secure and nurturing home environment.

Key Responsibilities

- **Team Leadership:** Supervise, schedule, and manage **8 Children Care Staff** and **Welfare Assistants** to ensure 24/7 operational coverage.
- **Safety & Security (Priority #1):** Implement and oversee strict security protocols to ensure the physical and emotional safety of all 44 children at all times.
- **Supervision & Action:** Conduct regular ground checks to ensure routines (meals, study, hygiene) are followed and take **immediate corrective action** on any lapses.
- **Incident Management:** Act as the primary responder for emergencies, behavioral issues, or health crises, ensuring timely reporting and resolution.
- **Operational Flexibility:** Manage daily administrative welfare tasks and undertake additional duties as required to meet the evolving needs of the home.

Requirements

- **Education:** Degree in **Social Work, Psychology, Management**, or a related field.
- **Experience:** Minimum 3–5 years in a supervisory role, preferably within a residential care or NGO setting.
- **Leadership:** Proven ability to manage a medium-sized team and handle a large group of children (40+).
- **Crisis Management:** High alertness with the ability to remain calm and decisive under pressure.
- **Communication:** Strong command of Bahasa Malaysia and English to coordinate with staff and management.
- **Ethics:** Unwavering commitment to child protection and high integrity.

What We Offer

- **Leadership Impact:** A chance to shape the culture and safety standards of a leading child-care NGO.
- **Purpose-Driven Role:** Directly influence the upbringing and security of 44 vulnerable children.

- **Stability:** A competitive salary and the opportunity to grow within a mission-driven organization.