

## RESUME

Name : **CHIEN MAN HUNG, ELSIE (錢文紅)**  
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### CAREER SUMMARY

*With 13 years' experience as professional social worker in various service settings, followed by 14 years in the position of executive management in social service agencies, I dedicate myself to education of the young generation, especially in the area of organizational and service management, including strategic management, quality and performance management, human resource management, and the new development of philanthropy. Equipped with dual degrees in Master of Social Work, and Master of Business Administration (Public Service), as well as the training opportunity at the Harvard Business School, I am confident that I will be able to integrate practice with theories and knowledge, to contribute myself for the education of young leaders in the nonprofit sector.*

### EDUCATION

#### **Master of Business Administration (Public Service)**

University of Birmingham, School of Public Policy, 2000 – 2002

#### **Master of Social Work**

University of British Columbia, School of Social Work, 1996 – 1997

#### **Bachelor of Social Sciences (Social Work) (Second Class Upper Division)**

Chinese University of Hong Kong, 1988 – 1992

#### **Diploma in Social Work (Passed with Credit)**

Hong Kong Polytechnic, 1982 - 1984

### WORKING EXPERIENCE

2/2012 – Now

#### **Teaching Consultant, The University of Hong Kong**

- 60% Senior Project Manager of ExCEL3 Project
- 40% Teaching Consultant of SWSA

*(Result of Student Feedback on My PBL Class : Total mean score is 88, whereas mean score for teaching performance is 89.5)*

- 11/2007 – 1/2012      **Deputy Director**, Suicide Prevention Services
- directly accountable to the Board of Governors and provide assistance to different committees
  - responsible for agency strategic planning, budget planning, human resource management, service development, quality planning and monitoring, publicity and fund raising.
- 7/1997 – 11/2007      **Senior Manager (SWO)**, Rehabilitation Services, St. James' Settlement
- leading a team of over 220 staff, composed of multi-professional, including clinical psychologist, occupational therapist, nurse, social worker as well as frontline staff.
  - managing a year budget of HK\$40 million
  - integrating the different services to provide one-stop, comprehensive services to users
  - leading the Strategic Leadership Team and be responsible for the overall service direction, performance management, publicity and fund-raising, and new initiatives of the service
- 8/1996 – 7/1997      **One-year Study Leave**
- 7/1991 – 8/1996      **Counselling Worker (ASWO)**, C&W Multi-services Centre for the Elderly, Adult Services Division, St. James' Settlement
- provide counselling and support to elderly people as well as the caregivers
  - set up the Carer Support Service and Resource Centre
- 8/1989- 7/1991      **Social Worker (SSWA)**, Community Work Team, Group & Community Work Division, St. James' Settlement
- organising local residents to set up Owners' Corporation, and provide free legal consultation service on building management
  - initiating service for women with the women-centered

approach, including mutual support group for women as well as self-development activities

1/1987 – 8/1989 **Social Worker (SWA)**, Community Work Team, Group & Community Division, St. James' Settlement

- liaising and organising social service groups, interact clubs of 11 secondary schools to provide volunteer services to the community
- organising mass educational programs and activities in the community

7/1984 - 1/1987 **Social Worker (SWA)**, Group Work Unit, Group & Community Work Division, St. James' Settlement

- providing training on voluntary work for different youth groups
- leading different voluntary work groups
- organising mass program, social and developmental program for youth

## **CONTINUOUS LEARNING**

7/2011 Harvard Business School Scholarship - "Strategic Perspective in Nonprofit Management"

5/2005 5-days study tour to New York and New Jersey on rehabilitation services for mental handicapped persons

10/2002 One week visit to China Disabled Persons Federation, Peking (北京市中國殘疾人聯合會)

4/2001 4-days visit to Taiwan to study about rehabilitation services for mental handicapped persons

7/2000 8-days study tour to Vancouver with the focus on TQM as well as on rehabilitation services

9/1999 Two week visit to United Kingdom, studying community support services for people with mental disability

11/1997 One week visit to China Disabled Persons Federation, Chengzhou (鄭州市中國殘疾人聯合會)

9/1995 10-days attachment program on TQM in the Extended Care Unit of Minoru Residence of Richmond Hospital, Vancouver

3/1993 Training workshop on Long Term Care

1/1987 6-days study tour to Guangzhou on the development of social service in

## Mainland China

### COMMUNITY SERVICE

- 2/2011 – 1/2014 Member, Guardianship Board, Labour and Welfare Bureau
- 8/2010 – 8/2013 Member, Solicitors Disciplinary Tribunal Panel, Judiciary, Hong Kong
- 9/2007 – Present Member, Advisory Panel on Disability Discrimination Ordinance, Education Bureau
- 1/2005 – Present Member, Disciplinary Committee Panel of Social Workers Registration Board
- 1/2005 – 2011 Member, Appeal Board for Standardized Assessment for Residential Services for People with Disabilities, Social Welfare Department
- 2002 – Present Advisor, The Parents' Association of Pre-school Handicapped Children
- 2002 – 2007 Member, Central/Western & Island District Coordinating Committee on Rehabilitation Services, Social Welfare Department
- 2002 – 2007 Member, Management Committee, Parents' Association of Pre-school Handicapped Children
- 1997 – 2007 Member, Eastern & Wanchai District Coordinating Committee on Rehabilitation Services, Social Welfare Department
- 1997 – 2007 Member, Coordinating Committee for Services for Mental Handicap (renamed as Network on Services for Persons with Mental Handicap in 2002)
- 1997 – 2002 Member, Working Group on Rehabilitation, Wanchai District Council
- 1993 – 2007 Member, Association for Rights of the Elderly

### TEACHING AND CONSULTANCY WORK

- 2006 – 2011 Fieldwork Supervisor (PT), Chinese University of Hong Kong
- 2004 – 2005 Consultant, Centro De Santa Margarida, Caritas De Macau (澳門明愛聖瑪嘉烈中心)
- 2/2001 – 6/2002 Fieldwork Instructor (PT), Macau Polytechnic Institute

### PUBLICATION

- 2002 活出真我 – 智障人士優質生活服務文集 (錢文紅、李楚翹、許盧萬珍、劉丹娜主編)

2000 輕度弱智成人生活質素調查報告 (錢文紅、何宝英、許盧萬珍等)

**LANGUAGE**

Good command of both spoken and written English, Chinese, and fluent in Putonghua

**REFEREE**

Available upon request