



# HOPE HOLISTIC CARE

## 展望全人護理

### **Position: Finance Manager – Hope Holistic Care**

Position Type: Staff

Location: West Ryde NSW

Remote work: onsite + WFH

Contact: [ben.lau@hopehc.org.au](mailto:ben.lau@hopehc.org.au)

Website: [www.hopehc.org.au](http://www.hopehc.org.au)

Applications close: 27 February 2026

#### About HHC

Hope Holistic Care Limited (HHC) is a Christian, not-for-profit aged care provider committed to delivering compassionate, high-quality care that respects the dignity, wellbeing, and spiritual needs of older people, in particular, those of Chinese background. We want to build a community around our clients so that they can experience hope.

#### About the role

The Finance Manager, reporting to the CEO, is responsible for managing financial accounts, client billing, and stakeholder relationships to ensure accurate, ethical, and compliant financial operations. This role supports our Support at Home clients, families, and internal teams by providing clear communication, financial guidance, and account oversight in line with aged care funding requirements and the organisation's values.

#### Key responsibilities

- Account and Financial Management
  - Manage accounts receivable and payable for clients and suppliers
  - Oversee payroll, including salary packaging
  - Prepare budgets and manage cash flow
- Client and Stakeholder Support
  - Act as a key contact for clients regarding their accounts
  - Effectively communicate fees and funding arrangements
  - Build trusted relationships with clients and stakeholders
- Compliance & Reporting
  - Ensure compliance with aged care legislation, funding guidelines, and organisational policies in respect to finance.
  - Manage government portals to ensure accuracy, compliance, and timely statutory reporting.
  - Prepare and update accounting policies, procedures and guidelines
- Collaboration & Continuous Improvement
  - Work closely with other teams to support smooth service delivery.
  - Identify opportunities to improve processes and communications
  - Contribute to a positive, mission-driven workplace culture.



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### Who we are looking for

#### Essential:

- Experience in account management, finance, and billing (preferably within aged care/Support at Home, health, or not-for-profit sectors).
- Strong understanding of financial processes and attention to detail.
- Excellent communication and interpersonal skills.
- Ability to handle sensitive conversations with empathy and professionalism.
- Strong organisational and time-management skills.
- Strong data-driven thinking and decision-making skills with the ability to leverage data to support decisions.

#### Highly valued:

- Knowledge of aged care funding models and government subsidies.
- Experience working in a faith-based or values-driven organisation.
- Familiarity with accounting or client management systems.
- Conversant in Chinese (Cantonese and/or Mandarin) as well as English

### How to apply

- For enquiries, including full position description and applying, please email [ben.lau@hopehc.org.au](mailto:ben.lau@hopehc.org.au)
- A valid Criminal History Check for paid employment must be obtained and verified prior to an offer of employment being made.