HOPE HOLISTIC CARE
展望全人護理

Chief Operations Officer

Lead a growing home care service that cares for older people as whole people.

Employer: Hope Holistic Care Limited (HHC)

Location: West Ryde, NSW 2114

Employment Type: Full-time – 38 hours per week

Profession: Aged care leader with a health-related degree or a qualification in health or health services management

Remuneration: Commensurate with qualifications and experience, plus superannuation.

Sector: Aged Care – Support at Home

About Hope Holistic Care

Hope Holistic Care Limited (HHC) is a Christian, not-for-profit provider of Support at Home services in Sydney, committed to delivering compassionate, high-quality care that respects the dignity, wellbeing, and spiritual needs of older people, particularly those from the Chinese-speaking community.

We want to build a community around our clients so that they can experience hope. We are growing steadily and are looking for an experienced aged care leader to run our home care operations and help us build new services.

The Opportunity

We are seeking an experienced aged care leader to join HHC as our Chief Operations Officer. Reporting to the CEO, you will lead our two Home Care Managers and, through them, our team of Care Partners.

This is a hands-on role: you will get to know our clients, visit them, and support care decisions. Under the Aged Care Act 2024 you will be one of our responsible persons.

What You'll Be Doing

- Contributing to organisational strategy, ensuring alignment with HHC's mission and vision.
- Translating strategic goals into operational plans and measurable outcomes.
- Monitoring KPIs and reporting performance metrics to the CEO.
- Leading and coaching our Home Care Managers, and keeping care safe, high quality and culturally responsive.
- Welcoming every new client at onboarding and visiting clients in hospital.
- Building new services, such as a palliative care team, a carer support group and activity groups for older people.
- Keeping us compliant with the Aged Care Act 2024 and the strengthened Aged Care Quality Standards.
- Managing budgets and reporting to the CEO and Board.

What We're Looking For

- At least 10 years' working experience.
- At least 5 years' experience in Australian aged care (home care preferred).
- A health-related degree, or a qualification in health or health services management.
- Management experience, with a proven ability to manage competing priorities, and working knowledge of the Aged Care Act 2024 and the Quality Standards.
- A track record of developing client services.
- Strong interpersonal and communication skills.
- Full working rights in Australia, an aged care worker screening clearance or national police certificate, and a current driver licence.
- Highly regarded: Registered Nurse registration; fluent Cantonese and/or Mandarin.

Why Join Us

- The chance to shape services that matter to our community.
- Be part of a values-driven, faith-based not-for-profit making a real difference in the lives of older people.
- A close-knit team with a strong sense of community and purpose.

How to Apply

The full position description is available on our website at https://www.hopehc.org.au/careers.

Apply with your CV and a cover letter addressing the essential criteria. We encourage you to read the full position description before applying, so you have a clear picture of the role and expectations.

Enquiries

For a confidential discussion or to learn more about the role, please email to nancy.fung@hopehc.org.au. For general enquiries, please contact our office on 02 7228 1369.

POSITION DESCRIPTION

Chief Operations Officer

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Reports to	Chief Executive Officer (CEO)
Direct reports	Two Home Care Managers (Clinical; Governance, Quality and Performance), and through them the Care Partner team
Employment	Full-time, 38 hours a week
Location	West Ryde, Sydney, with travel across Sydney

1 Purpose

You will lead the day-to-day operation of our home care services, making sure care is safe, high quality and culturally responsive, and grow the service in a financially sustainable way. As a responsible person under the Aged Care Act 2024, you will hold personal duties for the quality and safety of care.

2 Key responsibilities

- **People:** supervise the two Home Care Managers, plan workforce capacity against client growth, and lead recruitment, induction and performance reviews.
- **Clients and care:** meet new clients at onboarding, visit clients in hospital, chair the weekly clinical meeting, and oversee clinical risk and incident management, including Serious Incident Response Scheme reporting.
- **Growth:** develop new services and the consumer committee, build community and health partnerships, and prepare business cases.
- **Quality and compliance:** meet the Aged Care Act 2024, the Statement of Rights and the Quality Standards; oversee complaints, audits and continuous improvement.
- **Finance and reporting:** manage the operating budget and accurate Support at Home claims; report weekly to the CEO and to each Board meeting.

3 Selection criteria

Essential

- At least 10 years' working experience.
- At least 5 years' experience in Australian aged care (home care preferred).
- A health-related degree, or a qualification in health or health services management.
- Management experience, with a proven ability to manage competing priorities, and working knowledge of the Aged Care Act 2024 and the Quality Standards.
- A track record of developing client services.
- Strong interpersonal and communication skills.
- Full working rights in Australia.

Desirable

- Registered Nurse with current AHPRA registration (highly regarded).
- Fluent Cantonese and/or Mandarin (highly regarded).
- Experience with Support at Home or Home Care Packages, and in a not-for-profit organisation.

4 Conditions

Regular travel across Sydney (driver licence and car needed); aged care worker screening clearance or national police certificate; vaccinations as required by our policy.