



## Job Description: Finance Manager – Hope Holistic Care Limited

### Organisation Overview

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, particularly those of Chinese background. We want to build a community around our clients so that they can experience hope.

### Role Summary

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 & Financial Management

- Manage client accounts, including billing, invoicing and payment processing, and issue monthly statements to clients.
- Monitor account balances, follow up outstanding payments, and resolve discrepancies.
- Ensure accurate application of government funding, subsidies, and client contributions.
- Prepare and ensure timely submission of monthly Support at Home subsidies claim to government.
- Oversee payroll processing and salary packaging.
- Prepare monthly account reports and financial summaries for internal stakeholders.
- Prepare annual financial budget and manage cash flow to ensure the organisation's liquidity is maintained.

#### Client & Stakeholder Support

- Act as a key point of contact for clients, families, and representatives regarding account enquiries.
- Explain fees, charges, and funding arrangements in a clear, respectful, and compassionate manner.
- Build trusted relationships that reflect the organisation's faith-based values.

#### Compliance & Reporting



- Ensure all financial processes comply with aged care legislation, funding guidelines, and organisational policies.
- Maintain accurate records and documentation in line with audit and regulatory requirements.
- Support internal and external audits as required.
- Prepare annual financial statements and coordinate with external auditor for annual audit.
- Prepare and submit quarterly and annual financial reports to the relevant government regulatory departments.
- Manage government portals to ensure accuracy, compliance, and timely statutory reporting.
- Prepare and update accounting policies, procedures and guidelines in compliance with new or changed business operations and regulatory requirements for Board approval.

### **Collaboration & Continuous Improvement**

- Work closely with care, admissions, finance, and pastoral care teams to support smooth service delivery.
- Identify opportunities to improve billing processes, systems, and client communication.
- Contribute to a positive, mission-driven workplace culture.

In addition to the responsibilities outlined above, the Finance Manager may be asked to undertake other reasonable tasks and duties as assigned by the CEO or the Board, in support of team objectives and organisational needs.

### **Skills & Experience**

#### **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.

#### **Desirable**

- 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)



### **Personal Attributes**

- Alignment with the mission and values of a religious, not-for-profit organisation.
- Compassionate, respectful, and ethical approach to work.
- Ability to balance financial responsibility with care-focused decision-making.

### **Qualifications**

- Bachelor's degree in finance, accounting, business administration, or a related field.
- CA, CPA or equivalent qualification desirable.