



HOPE HOLISTIC CARE

展望全人護理

Care Partner

Bring hope, dignity and quality care into the homes of older Australians.

Employer: Hope Holistic Care Limited (HHC)

Location: West Ryde, NSW 2114

Employment Type: Part-time – 2 or more days per week

Remuneration: In line with the SCHADS Award, Level 4 or Level 5 (commensurate with experience), plus superannuation.

About Hope Holistic Care

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. Every member of our team plays a part in that mission – whether through direct care, coordination, or the behind-the-scenes work that keeps care running smoothly and reliably.

The Opportunity

We are looking for a warm, organised, and tech-confident Care Partner to join our Support at Home team two days a week. This is a supportive role that sits at the heart of our service – ensuring our clients' care plans, budgets, and day-to-day coordination run smoothly so they can continue living well at home.

If you enjoy structured, detail-oriented work, are confident across digital systems, have a head for numbers and budgeting, and care deeply about the people behind the paperwork – we'd love to hear from you.

What You'll Be Doing

You will primarily support our Home Care Manager and Clinical Care Partners in:

- Maintaining accurate care plans, client records, and service agreements in our client management system.
- Managing individual client budgets – tracking expenditure, reconciling invoices, and preparing clear monthly statements.
- Coordinating services, scheduling, and referrals with internal staff and external providers.
- Working confidently across digital platforms including the My Aged Care portal, Microsoft 365, and our care management software.
- Supporting our Care Partners and clients to understand their funding, contributions, and the services available to them.

You will also be assigned a group of Support at Home clients and their families to look after.

What We're Looking For

- You will ideally be certificate III or IV qualified in Aged Care or Community Care
- Strong administrative and organisational skills, with excellent attention to detail.
- High level of digital literacy and confidence learning new software systems.



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- Solid numeracy and proficiency in Microsoft Excel – comfort with budgets, invoices, and reconciliation.
- Warm, clear communicator who can explain financial and program information to older people and families.
- A genuine heart for older Australians and alignment with HHC's Christian, person-centred values.
- Bilingual ability (English and Mandarin or Cantonese)
- Experience in Case management in a community setting would be highly regarded
- Current National Police Check (or willingness to obtain) and the right to work in Australia.

Why Join Us

- Be part of a values-driven, faith-based not-for-profit making a real difference in the lives of older people.
- Supportive team with a strong sense of community and purpose.
- Opportunities for ongoing learning and professional development.

How to Apply

The full position description and application details are available on our website at <https://www.hopehc.org.au/careers>.

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:

- Call our office on **02 7228 1369**
- Submit an enquiry form via our website at <https://www.hopehc.org.au>
- Email nancy.fung@hopehc.org.au