



POSITION DESCRIPTION

POSITION TITLE	Finance and Capital Assets Manager
PROGRAM	Corporate Services
REPORTS TO	CEO of Hope Street Youth and Family Services CEO of Hope Street Youth Housing
LOCATION	This position is based in Brunswick. From time to time the incumbent may be requested to work from, or to be based at, other Hope Street sites.
DAYS & HOURS	Full-Time 1.0 FTE Monday – Friday between hours 8am – 6pm by agreement.
CLASSIFICATION	Social, Community, Home Care and Disability Services (SCHCADS) Award 2010 – Level 7 (top of scale) Access to NFP tax concessions specifically salary packaging scheme offering up to \$18,550 of our salary tax free.
OVER AWARD CONDITIONS	Personal Carers leave – 12 days in first year of service and 14 days per year thereafter

ORGANISATIONAL INFORMATION

Hope Street Youth and Family Services Limited ("Hope Street") based in the Northern and Western regions of Melbourne, is one of the longest established specialist youth homelessness services in Victoria delivering a broad range of support services to young people who are experiencing or at risk of homelessness.

With 45 years' experience in delivering responsive services to young people in local communities, Hope Street provides both strategically targeted and holistic programs for young people aged 16 – 25 years old, including young families. These programs incorporate the following:

- Short term supported crisis accommodation
- Assertive outreach support
- Youth reconciliation involving counselling and support for young people and families
- Advocacy, resource and referral services
- Supported transitional housing

Hope Street is a not-for-profit organisation whose vision is a society in which all young people and young families have a safe place to call home. Our purpose is to influence change to end youth homelessness and empower young people and young families to reach their full potential. Our values are Fairness, Collaboration, Social Justice, Integrity, Diversity and Hope.

Hope Street has a zero tolerance to all forms of violence, including child abuse, and is committed to creating safe communities which focus on the best interests of children and young people. The organisation promotes the safety and empowerment of all children and young people acknowledging both their individual diversity and cultural heritage.

Visit our website www.hopest.org for more information.

POSITION INFORMATION

The Finance and Capital Assets Manager (the **Position**) is an executive leadership role responsible for the financial sustainability, capital portfolio leadership, operational governance and management, compliance and risk management, strategic financial planning and implementation of Hope Street Youth and Family Services and its payroll. As a key member of the Executive Leadership Team, the Position is working in collaboration with the other executive managers to achieve the purpose and strategic priorities of each entity.



The Position will support the Chief Executive Officer of Hope Street Youth and Family Services and the Chief Executive Officer of Hope Street Youth Housing and provide reports to the Finance Committee of each entity in all aspects of financial management including: budgeting, forecasting, reporting, compliance, capital project and asset management, risk management, and asset-related financial oversight and the financial systems.

This Position plays a critical role in supporting the purpose and goals of each Hope Street entity, to provide sustainable models of service, ensuring the organisation's operations remain financially viable, improve physical resources and subsequently safety and wellbeing of clients/tenants, staff and the community. The role also includes financial controller responsibilities, proactively overseeing internal controls, financial development of the program leadership team as well as the finance team.

The Position will hold responsibility to Hope Street Youth Housing and be the key driver for capital project responsibility, including feasibility analysis, investment leadership, whilst establishing the financial and compliance systems associated with immediate and long-term property and tenancy management.

The Position will provide accurate and timely advice to the CEOs, the Finance Committees, Operations Manager, Executive Team and Leadership Team to ensure responsibilities are able to be undertaken with respect to financial planning (annual as well as 3-5 years), implementation of the annual budget, reporting, annual audit, strategic planning and financial compliance and vehicle fleet management.

The Position manages two direct reports, the Finance and Payroll Officer and the IT Co-ordinator, providing expert support to ensure effective payroll and IT systems and functions across both entities. This Position will provide advice on award and legislative compliance impacting the organisation. This Position will also undertake special projects as directed by the CEOs and/or Finance Committees.

KEY DELIVERABLES

To be conducted in accordance with the policies, procedures and standards of Hope Street. Preparation of financial records in accordance with the Australian Accounting Standards, Federal and State legislation, Australian Taxation Office, ASIC and ACNC requirements.

The Position reports to the CEO of Hope Street Youth and Family Services and the CEO of Hope Street Youth Housing and indirectly to the Finance Committees (Board of Directors) and must provide a monthly Declaration of Compliance confirming the lodgement and payments of all statutory obligations (including but not limited to BAS/IAS returns, superannuation) and the submission of all monthly, quarterly, and annual reports as required.

Strategic Financial Management and Leadership

- Develop and implement financial strategies that support the organisation's objectives, strategic priorities and long-term sustainability.
- Provide accurate, timely and practical specialist financial services and advice on all aspects of financial operations, including policy and procedural issues to key stakeholders including the CEO, committee members and executives.
- Work with the CEOs and Finance Committees to develop an annual budget that is reflective of the strategic direction of both entities respective of their distinctive purposes and objectives.
- Comply with all legislative and regulatory requirements, organisational policies, procedures, guidelines and funding/grant contracts.
- Support the CEO and Finance Committee to ensure the development and implementation of highly developed financial management (including registers, policies and procedures) as well as reporting systems that ensure compliance with relevant legislation and Australian Accounting Standards.
- Contribute to the Finance Committee as a member, with the provision of financial reports that are accurate, and provide all related information required for robust governance and provided within determined timeframes.
- Monitor external financial trends, regulatory changes and sector developments to inform financial planning and risk management.



- Lead financial input into strategic planning processes and organisational performance reviews.
- Ensure financial strategies are integrated with service delivery and housing development goals.

Key Performance Indicators:

- a) Annual financial strategy approved by CEO and Finance Committee of each company, within agreed timeframes.
- b) $\geq 90\%$ of budget allocations aligned with strategic plan priorities and long-term sustainability.
- c) Maintain liquidity ratio and operating margin within target thresholds.
- d) $\geq 95\%$ alignment of financial plans with strategic goals.
- e) 100% compliance with relevant legislation and accounting standards.

Capital Project and Asset Management

Hope Street is entering a new strategic venture in youth housing services, and this Position will be central to its success. The role combines financial strategic leadership and financial operational oversight, with significant responsibilities in governance, risk management, external stakeholder engagement, and internal reporting to the CEO and Finance Committee of the new housing entity (distinct from Hope Street's CEO and Board).

The Position requires comprehensive knowledge of relevant legislation and standards, including the Residential Tenancies Act 1997 (Vic), Victorian Civil and Administrative Tribunal (VCAT) processes, and the regulatory requirements of Registered Housing Associations.

- Establishment and oversight of systems for tenancy management, including:
 - Advertising and allocation of vacant properties.
 - Bond management.
 - Condition reports and inspections.
 - Complaint resolution.
 - Rent collection and arrears management.
- Develop and implement financial systems to support property and tenancy operations, ensuring compliance and transparency.
- Lead the financial feasibility analysis of capital projects, including housing development and infrastructure investment.
- Advise the CEO and Finance Committee on the financial implications of tenancy operations, including risk identification and mitigation strategies.
- Collaborate with the CEO and Finance Committee to shape the strategic direction of the housing venture and develop an annual budget aligned with organisational priorities.
- Oversee capital expenditure planning, asset lifecycle management, and financial reporting for housing assets and capital projects.
- Monitor housing sector data, legislative changes, and policy developments to provide predictive and strategic advice to support proactive decision-making.
- Management of vehicle fleet, including replacement.

Key Performance Indicators

- a) Annual financial strategy approved by each CEO and Finance Committee within agreed timeframes.
- b) $\geq 90\%$ of budget allocations aligned with strategic plan priorities.
- c) Financial systems for tenancy management are established, embedded and reviewed annually.
- d) $\geq 95\%$ alignment of financial plans with strategic goals.
- e) Annual financial risk management plan developed, implemented and reviewed.
- f) Providing written financial reports to the CEOs and Finance Committees monthly.

Financial Reporting and Compliance

- Ensure preparation and submission of monthly reconciliations, monthly reports and management analysis, PAYG Summaries, BAS statements and the annual financial statements
- Ensure compliance with relevant statutory, regulatory, policy and Australian Accounting Standards and report on annual statutory and taxation requirements as appropriate (including annual accounts, audits, BAS, PAYG instalments, superannuation, Workers Compensation, FBT and GST lodging and reporting in a timely manner).
- Identify opportunities and implement improvements in processes of financial accounting efficiency.



- Manage and supervise the efficient, timely and compliant fortnightly administration of payroll.
- Ongoing management of debtors, creditors and project accounting processes ensuring these processes maximise Hope Street's financial outcomes.

Key Performance Indicators

- a) 100% of monthly, quarterly, and annual reports submitted on time.
- b) Zero major audit findings; all recommendations implemented within 3 months.
- c) 100% compliance with BAS, PAYG, superannuation, FBT, GST, and other statutory obligations.
- d) Payroll processed with $\geq 99\%$ accuracy and on schedule.
- e) 100% of financial policies reviewed triennially.

Financial Risk Management

- Implement a Business Continuity and Risk Management planning process to ensure that Hope Street Youth and Family Services' and Hope Street Youth Housing's Financial Management systems are sound and operate within the agreed "risk profile".
- Maintain and regularly update the financial risk register, identifying and assessing key risks.
- Establish financial governance frameworks
- Implement and monitor internal controls to safeguard organisational assets and ensure financial integrity.
- Oversight of internal controls specific to community housing compliance.
- Lead or support internal audit processes and business improvement initiatives.
- Ensure compliance with risk-related policies, including insurance, fraud prevention, and financial delegations.
- Provide training and guidance to staff on financial risk awareness and control procedures.
- Liaise with external advisors and insurers to manage financial and asset-related risks
- Monitor Hope Street's financial performance against budget projections.
- Maintain, review and make changes to the Chart of Accounts annually and as required.
- Other duties as reasonably directed by the CEO.

Key Performance Indicators

- a) Financial risk register updated quarterly.
- b) Annual review of internal controls completed with documented improvements.
- c) Business Continuity Plan reviewed and tested annually.
- d) Financial risk training delivered to 100% of relevant staff annually.

Budgeting and Forecasting

- Lead Hope Street's annual and long-term budgeting process to ensure the budget and financial projections are accurate and available in a timely manner for consideration by the Finance Committees.
- Ensure budgets reflect strategic priorities, financial feasibility, funding constraints, and operational needs.
- Develop rolling forecasts and financial projections to support agile decision-making.
- Monitor actual performance against budget and provide variance analysis with recommendations.
- Support managers in understanding and managing their budgets effectively.
- Ensure effective management of Hope Street's cashflow, including cash management, cashflow budgeting and forecasting.
- Work with the Executive, Finance Committee and Leadership Teams to maintain the organisational and individual project budgets and develop and implement budgetary system improvements.

Key Performance Indicators

- a) Annual budget completed and approved by deadline.
- b) Variance between forecast and actuals $\leq 5\%$.
- c) Maintain positive cashflow with $\geq 95\%$ forecast accuracy.
- d) $\geq 90\%$ of program managers report confidence in managing their budgets (via survey).
- e) Provision of balance sheet, profit and loss, cashflow and programs budget variance analysis and, where necessary, recommendations a minimum of week prior to each Finance Committee meeting



Finance and Payroll Management

- Lead the implementation of the new payroll system.
- Supervise the work of the Finance and Payroll Officer (providing advice and assistance as required) to ensure:
 - Accurate and timely processing of salaries including salary packaging and all statutory payments in accordance with State and Federal legislation.
 - Staff entitlements including Long Service Leave, Annual Leave, Time in Lieu, Public Holiday Leave, Sick Leave are calculated and recorded in accordance with the SCHCADS Award.
 - Employer compliance with the Portable Long Service Benefits Scheme.
 - Staff are provided with a pay advice of wage payment, deductions and entitlements each fortnight.
 - Monthly PAYG returns are processed.
 - Payment of employee taxes and superannuation in accordance with legislation.
 - Reconciliation of payroll records for preparation of annual returns (such as Workcover etc).

Key Performance Indicators

- a) New payroll system implemented within project timeline (approx. 60 days).
- b) ≥ 99% of financial records migrated without error.
- c) 100% reconciliation of old vs new system within 30 days post-transition.
- d) 100% compliance with SCHCADS Award and statutory requirements.
- e) Staff leave entitlements accurately recorded and reconciled monthly.
- f) Monthly PAYG payments submitted on time.
- g) Superannuation payments submitted on time.

Technology and Systems

- Oversee all Financial and Payroll Functions and Software.
- Develop and oversee all financial planning and reporting for the organisation's property and tenancy assets.
- Implement and manage tenancy systems, including rent collection, arrears management, and financial viability analysis.
- Investigate investment options for recommendations to CEO and Finance Committee.
- Develop and maintain asset lifecycle costing models to inform long-term sustainability.
- Monitor capital expenditure and ensure alignment with approved budgets and funding agreements.
- Support strategic asset management planning, including acquisitions, maintenance, disposals, and upgrades.
- Ensure accurate financial reporting of property assets, depreciation, maintenance and capital grants.
- Collaborate with the IT Co-ordinator for the development and review of the ICT Strategic Plan and annual Action Plan.
- Purchase all IT, Telecommunications and Assets within Budget allocations.
- Assist and advise the Leadership Teams with the development of systems to better monitor financial performance of their programs and activities.
- Communicate with Executive Leadership Team to ascertain their needs with regard to assets management.
- Prepare maintenance and capital budgets for the assets including properties in consultation with the relevant stakeholders.
- Conduct and report on due diligence activities as required.
- Monitor and report on the performance of the property agents and property developers against contractual obligations.
- Maintain assets management records to the Australian Accounting Standards.
- Prepare and present reports and make recommendations to the CEO and/or Executive Leadership Management Team and funding agencies as required.
- Carry out any other duties assigned by the CEO.

Key Performance Indicators

- a) ≥ 95% of capital expenditure aligned with approved budgets.
- b) Asset lifecycle costing model developed and reviewed annually.



- c) Accurate reporting of depreciation and capital grants submitted quarterly.
- d) 100% of IT and asset purchases within budget allocations.

Annual Audit Management

- Prepare final accounts and depreciation schedules for the Auditor Annually.
- Liaise with the Auditor in consultation with the CEO, to ensure the Auditor has required information and documentation to conduct audit.
- In consultation with the CEO and Finance Committee, implement recommendations from the Auditor.
- Manage the annual audit in a timely and structured manner ensuring completion of the annual financial statements is in accordance with the audit timetable.
- Ensure financial and other monitoring requirements of funding bodies are fulfilled.
- Maintain records as appropriate for audits and compliance as well as day-to-day use.

Key Performance Indicators

- a) Final accounts and documentation prepared and submitted by audit deadline.
- b) Annual audit completed within the scheduled timeframe.
- c) $\geq 90\%$ of audit recommendations implemented within 3 months.

Growth and Sustainability of the Organisation

- Provide the CEO and management team with all relevant financial information for the completion of submissions and proposals for the development of new programs and initiatives.
- Complete and submit and/or provide to the CEO and/or management team, acquittals and required financial reports in accordance with determined timelines and contracts with government and non-government entities.
- Grants and revenue administration and reporting.
- Management of cash resources and investments.

Key Performance Indicators

- a) 100% of grant acquittals submitted on time and in compliance.
- b) Financial data provided for 100% of new program proposals.
- c) Quarterly revenue reports submitted to CEO and Finance Committee.

Team Leadership and Capacity Building

- Lead and manage the finance team, providing clear direction, support and performance feedback by conducting regular supervision and performance reviews.
- Foster a culture of accountability, collaboration and continuous improvement.
- Identify training and development opportunities to support professional growth of team members.
- Ensure effective workload distribution and resource planning within the team,
- Promote psychological and physical safety, wellbeing, and engagement within the team.
- Role model organisational values and leadership behaviours in all interactions
- Participate actively in the Finance Committee and provide strategic advice and leadership as a member of the Executive Team.
- Induct newly recruited staff on their responsibilities in relation to the financial management of their programs or campaigns, including providing training in financial administration procedures, budget management and other key areas as required.

Key Performance Indicators

- a) All finance team members receive annual performance reviews.
- b) ≥ 2 professional development activities per team member per year.
- c) Team engagement score $\geq 85\%$ (via internal survey).
- d) All new staff receive financial induction within first month.
- e) Conducting and documenting fortnightly individual supervision with direct reports.

Stakeholder Engagement and Reporting

- Build strong relationships with internal stakeholders, including Program Managers and Executive Team.
- Liaise with external stakeholders such as auditors, funding bodies, regulators, and banks.
- Present financial information in a clear and accessible format for non-financial audiences.



- Support funding applications and reporting by providing financial data and analysis.
- Represent the organisation in financial forums, sector networks, and government consultations.
- Ensure transparency and accountability in all financial communications.

Key Performance Indicators

- a) ≥ 85% satisfaction score from internal stakeholders (via annual survey).
- b) Participation in ≥ 2 financial forums or sector consultations annually.
- c) ≥ 90% of financial reports rated “clear and accessible” by non-financial audiences.
- d) Financial management and compliance requiring external stakeholder input is well documented and reported.
- e) Provision of financial budgets, data and analysis for all new projects.

General

- Adhere to Hope Streets values of Fairness, Collaboration, Social Justice, Integrity, Diversity and Hope.
- Adhere to the Child Safe Standards and Hope Street Code of Conduct.
- Comply with organizational policies and procedures as updated from time to time.
- Maintain a safe environment at all times.
- Undertake a police check prior to commencement and every three years thereafter and inform Hope Street immediately of any convictions.
- Maintain an up to date Working with Children Check.
- Actively participate in supervision and performance review procedures.
- Contribute to a positive organizational culture.
- Actively work individually and collectively to achieve a service and work environment where equality of opportunity, access and inclusion are fostered.
- Undertake other duties as requested.

KEY SELECTION CRITERIA

1. Tertiary qualifications in Accounting, Finance, or related fields.
2. CPA or CA accreditation
3. Minimum 10 years' experience in an executive finance role in the community housing or not-for-profit sector.
4. Demonstrated experience in financial reporting, budgeting, forecasting, and compliance in property and asset management, feasibility and compliance expertise.
5. Experience in asset-related strategic financial planning, capital projects management, financial risk management and internal controls, and governance frameworks.
6. Experience with housing asset management systems and funding models.
7. Proven leadership and team development capabilities.
8. Strong understanding of the Social, Community, Home Care and Disability Services Industry Award (SCHADS Award) and salary packaging.
9. Familiarity with government reporting and grant acquittals.
10. Highly developed organisational and problem-solving skills reflecting sound record keeping processes and thorough understanding on auditing procedures.
11. Demonstrated ability with payroll systems (such as, ELMO, MYOB) and knowledge of all associated statutory requirements including superannuation, PAYG, Work Cover with a demonstrated ability to prepare BAS statements in accordance with legislation.
12. Hands on experience with MYOB, ELMO Payroll and Microsoft products including Teams and SharePoint.

Employee Name _____

Manager Name _____

Employee Signature _____

Manager Signature _____

Date _____

Date _____