

1. Position Identification

Title:	NRAS and Rents Officer	FHL Level:	5
Department:	Finance	Agreement/Award:	EBA
Reporting to: <i>(Position)</i>	Team Leader Rents and Tenancy Processing	Date last updated: By whom:	29/04/2019 Team Leader Rents and Tenancy Processing

2. Purpose of Position

The NRAS and Rents Officer is responsible for operating and administering the National Rental Affordability Scheme (NRAS) program for properties owned and managed by FHL to ensure regulatory, contractual and legislative compliance is achieved and to maximise incentive payments received from the Department of Social Services (DSS).

Where capacity allows, the NRAS and Rents Officer will assist in maximising FHL's rental revenue by conducting rental reviews and advising FHL customers (tenants, residents and applicants) of all their financial entitlements and the amount of rent assistance they can claim.

3. Key Working Relationships

<p>Internal:</p> <ul style="list-style-type: none"> Rent Assessor Team Leader Rents and Tenancy Processing Senior Management Finance Team Tenant Services Team Allocations Team Income Recovery Officer Reception 	<p>External:</p> <ul style="list-style-type: none"> Tenants and Residents Support Workers Manager Foyer Oxford (Anglicare) NRAS Relationship Manager (DSS) Centrelink Department of Veterans' Affairs
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4. Accountabilities and Responsibilities

NRAS Responsibilities

- Ensure that the systems, procedures and activities of FHL are compliant with NRAS legislative, regulatory and contractual requirements and relevant standards.
- Maintain current knowledge of NRAS legislative and regulatory requirements.
- Build and maintain effective relationships externally to support FHL achieving NRAS compliance and implement best practice methods.
- Liaise with several different departments within FHL to obtain relevant documentation and input all Tenant Demographic Assessment Form (TDA) information onto the NRAS portal, including vacancy periods and rent changes and loading supporting documents, to ensure compliance for NRAS year.
- Complete in person income assessments, tenant demographic assessments for new tenants, annual reviews and tenant circumstance changes in accordance with NRAS regulations.
- Maintain up-to-date records of key dates, market rent values, tasks and status relating to

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NRAS dwellings and eligibility assessments.

- Maintain a high level of accuracy in all correspondence and administrative documents associated with NRAS activity.
- Deliver outstanding customer service as an initial point of contact for NRAS, FHL owned properties.
- Other ad hoc duties as required.

Rents Responsibilities

- Work with Rent Assessor and Team Leader Rents and Tenancy Processing to set rents for tenants and residents in accordance with policy and legislation.
- Gather and check all necessary documentation and information provided by tenants or residents for their rent review.
- Identify and refer cases of potential fraud to Team Leader.
- Liaise with Allocations Team to ensure applicants meet the income eligibility criteria.
- Maintain knowledge and develop understanding of government payments to ensure that tenants and residents are aware of all benefits and concessions to which they are entitled.
- Liaise with Housing Coordinators and Lodging Coordinators so they can encourage tenants to claim their full entitlements and work with them to meet their financial obligations.
- Respond to customer rent setting enquiries when Housing Coordinators or Lodging Coordinators are unable to provide an adequate explanation.
- Support Team Leader Rents and Tenancy Processing with recurring tasks, such as allocating vouchers to eligible low-income tenants and conducting desktop market rent estimates for FHL properties.
- Other ad hoc duties as required.

5. Culture and Values

We care for people:

Giving people our time

Listening well

Being kinder than need to be

Understanding that everyone's story is unique and of equal value

Actively looking for the strengths in others

We own all of our decisions and actions:

Admit mistakes, learning from them and fixing things up

Respecting organisational policies and procedures and following them

Having the courage to make the tough decisions and stand by them

We are passionate:

Caring intensely about the work we do

Inspiring others with excellence

Celebrating success

Embracing and driving change

We focus on finding solutions:

Providing timely and accurate information to others so that solutions can be found

Understanding that others often know the solutions to their own problems and assisting them to find their own way forward

Not bring just the problem but ideas about possible solutions

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We are always honest:

Providing well thought out and constructive feedback
Initiating the challenging and tough conversations
Saying what you are thinking and doing what you say

We nurture relationships:

Having fun together
Earning the trust of others
Checking in with people regularly particularly when things are tough
Respecting people for who they are and for their knowledge, skills and experience as individuals and team members

6. Safety Awareness

Level 1 to 6

You will act in a manner that is consistent with FHL's duty of care requirements, including but not confined to;

- Take reasonable care to ensure your own safety & not risk others by any act or omission.
- Follow all safe work practices and procedures
- Use personal protective equipment as identified for individual tasks
- Take immediate action on any identified hazards
- Report any incidents or injuries to both manager and HR

7. Work Related Requirements/Selection Criteria

Essential Skills

Experience and Skills

- Proven ability to maintain accuracy and attention to detail.
- Excellent planning, time management and organisational skills.
- Excellent written and verbal communication skills.
- Highly developed interpersonal and customer service skills, including the ability to interact with internal and external stakeholders of all backgrounds.
- Proactive and solution focused approach.
- Advanced skills level within Microsoft Excel and intermediate with other MS office suite.
- Highly developed numeracy skills.

Other

- National Police Clearance
- Current WA Driver's Licence

Desirable Skills

- Knowledge of the NRAS program, relevant legislation and regulations.
- Experience in assessing compliance against a legislative, regulatory and contractual framework.
- Knowledge of the Residential Tenancies Act.
- Previous experience working with Centrelink payments and entitlements.

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8. Position Dimensions

Number of staff directly reporting to position	None
Work Locations	Leederville

Employee Name: _____

Signature: _____ Date: _____