

1. Position Identification

Title:	Team Leader Credit & Collections	FHL Level:	Level 6
Department:	Finance	Agreement/Award:	EBA
Reporting to: <i>(Position)</i>	Finance Manager	Date last updated: By whom:	Finance Manager April 2022

2. Purpose of Position:

The Team Leader Credit and Collection manages the rent setting and review process and utility charges for FHL tenants and residents in order to maximise income within the FHL policy framework. This role is also responsible for all NRAS compliance.

3. Key Working Relationships:

<p>Internal: Finance Team Housing Services Team Lodging Services Team Allocations Team Administration Team Rent Assessment Officer</p>	<p>External: Tenants Residents Centrelink Department of Veterans' Affairs Housing Authority Department of Social Services (NRAS) Anglicare (Foyer) Auditors</p>
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4. Accountabilities and Responsibilities:

- Manage two staff members and provide ongoing training and guidance.
- This is a hands-on role as well as providing cover for staff when on leave or during periods of high workload.
- Manage the Rent Review Process for FHL including regular rent reviews, setting rents on new lettings, and reviews necessitated by a change in circumstances. This includes, but is not limited to:
 - Assess and determine all claims for rental subsidy (including change of circumstances) in accordance with policy and appropriate legislation.
 - Ascertain and check all necessary documentary evidence and information in support of an applicant/tenant's claim for rental subsidy.
 - Identify and refer cases of potential fraud to Senior Management.
 - Work within FHL's policy framework to maximise FHL's rental income.
 - Liaise with Centrelink and other Government agencies to ensure tenants and applicants are informed of all benefits to which they are entitled (including concessions etc.).
 - Manage the updating of Centrepay deductions and Electronic Verification of Rent with Centrelink after a rent review is conducted.

Job Description

- Where appropriate, alert Housing or Lodging Coordinators about clients experiencing financial problems.
- Coordinate six-monthly reviews of the rent charged to all Lodging residents.
- Conduct annual reviews of the market rent estimates for each of our mainstream properties, and monitor market rent values throughout the year.
- Coordinate annual reviews of the utilities charged to all tenants and residents, including but not limited to:
 - Determining new evidence-based utilities rates;
 - Preparing utilities summaries to explain to tenants/residents how their utilities have been calculated;
 - Ensuring the new rates are communicated to tenants/residents in writing;
 - Updating the new rates and payment arrangements in Chintaro;
 - Updating Centrepay deductions for tenants/residents where possible;
 - Responding to tenant/resident queries when escalated by Housing Coordinators/ Lodging Coordinators
- Manage NRAS compliance for FHL, worth an estimated \$1.5 million per annum. This includes, but is not limited to:
 - Leading for FHL in the relationship with the Department of Social Services (DSS) in terms of NRAS;
 - Submitting compliance claims for NRAS dwellings;
 - Liaising with the Department of Social Services (DSS) regarding any queries or issues;
 - Ensuring relevant deadlines are met;
 - Ensuring market rent valuations are conducted in line with NRAS guidelines;
 - Overseeing the collection of income information and TDAs from tenants;
 - Being informed and aware of issues and the wider NRAS context including being across all of the Regulations and updates from the DSS;
 - Being conscious of the importance and timing of the NRAS incentive to FHL's overall cashflow;
 - Completing ingoing and annual income assessments for all NRAS tenants in accordance with NRAS regulations;
 - Inputting 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.

Job Description

- Conduct management reporting, including but not limited to:
 - Key Performance Indicators;
 - Budget and reforecast;
 - Ad hoc analysis.
- Utilise FHL's rental policy for very low income recipients to achieve sustainable housing outcomes for this target group. This includes coordinating the purchase of gift cards and posting them out to eligible tenants on a 6 monthly basis.
- Respond to tenant, applicant, and housing staff enquiries in relation to the rent setting policies and processes of FHL.
- Respond to complaints and appeals relating to rent setting or utilities.
- Identify and implement changes in processes to increase efficiency and controls.
- Responsible for updating procedures for the Rents and NRAS tasks.
- Liaise and work with other teams in FHL to further FHL's operational and strategic objectives.
- Consult and communicate with key stakeholders when process or policy changes are considered.
- Be informed and aware of issues and the wider community housing context including being across external policy and regulatory changes.
- Other tasks as required from time to time.

5. Culture and Values:

Solution Focused

We work together to find solutions that benefit our people and customers

Caring

We care for other and display empathy, fairness and respect

Honest

We act with integrity and own our decisions

6. Safety Awareness:

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

- Role model the Foundation Housing Health & Safety Policy and Procedures
- Ensure all the employees under your management have information, instruction, training, and supervision that is consistent with FHL safe work practices
- Identify assess and control hazards which impact on a safe work environment.

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- Report any incidents or injuries to HR

7. Work Related Requirements/Selection Criteria:

Essential Skills:

- High organisational and planning skills, highly numerate and attention to detail
- Strong computing skills in MS Office, in particular Excel
- Excellent communication skills, both verbal and written
- Analytical and critical thinking skills to analyse financial data and problem solve
- Excellent customer service skills with both internal and external stakeholders, including the ability to liaise with all levels of staff, auditors and tenants
- Strong management and interpersonal skills to lead a small team

Work Related Requirements

- Current WA Drivers Licence
- Current National Police Clearance

Desirable Skills

- Detailed knowledge of Centrelink payments and entitlements
- Knowledge of the Residential Tenancies Act
- Understanding of affordable housing issues
- Knowledge of Chintaro

8. Position Dimensions:

Number of direct reports	2
Extent of Delegated Authority	\$30,000 operating expenses – vouchers \$1,000 other operating expenses
Work Locations	Leederville

Employee Name: _____

Signature: _____ Date: _____