

1. Position Identification

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| Title: | Rent Assessment Officer | FHL Level: | 4 |
| Department: | Finance | Agreement/Award: | EBA |
| Reporting to: <i>(Position)</i> | Team Leader Credit & Collections | Date last updated: By whom: | August 2022 People & Culture |

2. Purpose of Position

The Rent Assessor will assist in maximising FHL's rental revenue by ensuring that rental reviews are conducted on schedule and tenants and applicants are aware of all their financial entitlements and the amount of rent assistance they can claim.

3. Key Working Relationships

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| <p>Internal: Finance Manager Team Leader Credit & Collections Housing Coordinators Lodging Coordinators Allocations Officers Income Recovery Officer Tenant Support Officers Receptionists Credit Officer NRAS Officer</p> | <p>External: FHL Tenants FHL Residents Centrelink Department of Veterans' Affairs Support Workers Department of Communities</p> |
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4. Accountabilities and Responsibilities

- To work with Team Leader to set rents for tenants and residents in accordance with policy and legislation.
- To gather and check all necessary documentation and information provided by tenants or residents for their rent review.
- To identify and refer cases of potential fraud to Housing Coordinators.
- To liaise with Allocations team to ensure applicants meet the income eligibility criteria.
- To be aware of payments and rules of Centrelink and the Department of Veterans' Affairs to ensure that tenants and residents are aware of all benefits and concessions to which they are entitled.
- To 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.
- To complete unscheduled rent reviews necessitated by a change in tenant circumstances.
- To respond to client enquiries in relation to FHL rent setting to provide an adequate explanation.

Job Description

- To monitor upcoming changes to rent amounts and ensure Centrepay deductions are reflected accordingly with Centrelink where permission has been granted by the tenant to update these details.
- To update Centrelink on the amount of rent tenants are paying via the Electronic Verification of Rent to assist with the correct entitlements of rent assistance being paid, where permission has been granted by the tenant to update these details.
- To ensure tenants are communicated of any changes to their rent and notified by letter.
- To help with the distribution and documentation of the 6 monthly vouchers (March / Sept).
- To help or assist with any other adhoc task that might be required within the Finance Department.

5. Culture and Values

Solution Focused

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

Caring

We care for others and display empathy, fairness, and respect

Honest

We act with integrity and own our decisions

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

Proven ability to maintain accuracy and attention to detail

Advanced skills level within Microsoft Excel

Intermediate to advanced PC skills working within MS Suite

High level literacy and numeracy skills

Proven ability to focus and work independently

Excellent interpersonal and customer service skills

Work Related Requirements

Job Description

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| Acceptable Federal Police Clearance Current WA Driver's Licence |
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| Desirable Skills |
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| Knowledge of the Residential Tenancies Act Previous experience working with Centrelink payments and entitlements Previous experience working with SharePoint |
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8. Position Dimensions

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| Number of Direct Reports | None |
| Work Locations | Leederville |

Employee Name: _____

Signature: _____ Date: _____