

Job Description

Position Identification

Title:	Rent Assessment Officer	Agreement:	Foundation Housing Ltd Enterprise Agreement 2021
Department:	Finance	Date last updated: By whom:	June 2024 People & Culture
Reporting to:	Rents Supervisor		

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.

Key Working Relationships

Internal: Finance Team Leader Housing Coordinators Lodging Coordinators Allocations Officers Income Recovery Officer Tenant Support Officers Credit Officer	External: FHL Tenants FHL Residents Centrelink Department of Veterans' Affairs Support Workers Department of Communities
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Accountabilities and Responsibilities

- Work with Rents Supervisor 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 Housing Coordinators.
- Liaise with Allocations team to ensure applicants meet the income eligibility criteria.
- Understand 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.
- 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.
- Complete unscheduled rent reviews necessitated by a change in tenant circumstances.

- Respond to client enquiries in relation to FHL rent setting to provide an adequate explanation.
- 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.
- 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.
- Ensure tenants are communicated of any changes to their rent and notified by letter.
- Assist with the distribution and documentation of the 6 monthly vouchers (March / Sept).
- Assist with any other adhoc task that might be required within the Finance Department.

Safety Responsibilities

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

Organisational Values



SOLUTIONS 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.

Work Related Requirements/Selection Criteria

Essential Criteria

- 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

- Acceptable Federal Police Clearance
- Current WA Driver's Licence

Desirable Criteria

- Knowledge of the Residential Tenancies Act
- Previous experience working with Centrelink payments and entitlements
- Previous experience working with SharePoint.

Position Dimensions

Number of staff directly reporting to position	Nil
Number of staff indirectly reporting to position	Nil

Work Locations

Leederville office.