Position Description

Income Coordinator

Department	Operations	Reports To	Director, Housing
Positions reporting to this position	Administrator, Rent Review		
Location	Sydney, NSW	Award Level	Level 5
Award Name	Social, Community, Home Care, Disability Services Industry Award 2010		

Primary Purpose of this Position

To manage the Bride Housing rent review process and ensure that we continuously improve our service delivery and efficiency in this process.

To identify services and initiatives aimed at maximising income for residents and to create and maintain partnerships which give residents access to wider external financial inclusion products and services.

To raise awareness of financial inclusion issues and services, amongst tenants and colleagues, and act as a lead in developing and providing training.

Accountabilities

1. Assist the Director, Housing to meet Bridge Housing's financial objectives by leading the rent review function and ensuring that the process meets business plan measures to increase revenue.

2. Support the improvement of quality service delivery by reviewing and continuously improving Bridge Housing's rent review processes so that it is completed whilst providing the best possible advice and service to tenants.

3. Support Bridge Housing's mission to build sustainable communities by developing a Financial Inclusion Strategy and facilitating its delivery.

4. Grow the services we offer our tenants by developing innovative programs to improve access to financial services for our customers and to maximise their income.

5. Grow the services we offer our tenants by developing and establishing links and partnerships with key stakeholders and external agencies to further Bridge Housing's knowledge of financial inclusion, and to develop future service opportunities.

6. Support the Director, Housing to promote the profile and reputation of relevant Bridge Housing projects by identifying and participating in networks and partnerships, attending industry forums and being an active member of the relevant community sector.

OTHER SKILLS, EXPERIENCE AND QUALIFICATIONS

- Knowledge of Community Housing Rent Policy and the application of rent setting rules to different programs and incomes.
- Knowledge of rent review processes and timelines, including rent eligibility assessments, verification of income and legislative compliance.
- Knowledge of Centrelink and Centrepay processes in relation to rental payments.

Cultural Capabilities

Cultural capabilities are common to all jobs at Bridge Housing. They describe the critical behaviours and ways of relating to work colleagues and others. These capabilities translate the Bridge Housing corporate values such as socially responsible, people focussed, building relationships and professionalism and integrity.

SOCIAL AWARENESS

Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates social awareness	• Demonstrates a good knowledge of various cultures and social issues affecting consumers. • Shares knowledge with others.	Level 2
Understands the operating environment and its stakeholders	• Maintains a good understanding of current issues affecting the sector and its consumers. • Maintains current knowledge of key legislation, policies and practices relating to the sector and the organisation.	Level 2
Values diversity and social inclusion	• Demonstrates a passion for social justice and social inclusion. • Shares knowledge and experience in working in a culturally diverse environment with those less experienced. • Demonstrates equitable and socially inclusive decision making and work practices when dealing with clients and other key stakeholders.	Level 2

CLIENT FOCUSED

Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates service orientation	• Makes self fully available during critical periods for the client and takes actions beyond normal expectations to provide high quality service. • Acts as a trusted advisor to clients in the provision of service.	Level 3
Strives for excellence in service delivery	• Models excellence in client service. • Demonstrates an in-depth knowledge of clients, their needs and how to solve complex issues. • Coaches and mentors others to improve their service delivery and client service outcomes. • Monitors the quality of client service and takes corrective action where required. • Negotiates with internal and external stakeholders on service delivery issues in line with the organisation's objectives.	Level 3
Demonstrates professional empathy	• Models respectful and effective approaches in dealing with clients. • Understands and effectively manages emotional responses when dealing with others. • Displays an understanding for people's behaviour and responses.	Level 3

STRATEGIC RELATIONSHIPS AND PARTNERSHIPS

Capability and Elements	Behavioural Indicators	Capability Level
Builds relationships and networks	• Has a network of business contacts that are nurtured and maintained for the mutual benefit of the client and the organisation.	Level 2

Works effectively in a team	• Demonstrates how partnerships have positively affected the delivery of personal and organisational goals. • Works cooperatively within own team and cross functional teams where required to achieve goals. • Shows maturity and understanding of the needs of others.	Level 2

CONTINUAL IMPROVEMENT AND CHANGE

Capability and Elements	Behavioural Indicators	Capability Level
Strives for continual improvement	• Consults with team members to establish shared ideas for improvement. • Provides the means to discuss new ideas and encourages team involvement. • Implements and monitors the implementation of new ideas and programs.	Level 3
Manages and embraces change	• Openly supports change and motivates others to adopt new ideas and work practices. • Assists others to adapt to change effectively, dealing with resistance. • Actively consults with others affected by the change. • Ensures others understand the change and have the appropriate training and knowledge to adopt the change.	Level 3

PROFESSIONALISM AND INTERGRITY

Capability and Elements	Behavioural Indicators	Capability Level
Acts with integrity	• Delivers on promises and to deadline. • Understands and demonstrates the need to balance responsibilities to the organisation, clients and wider stakeholder network. • Interacts and responds to others in a personable and professional manner which is non-judgemental.	Level 2
Works within safety, risk and governance frameworks.	• Contribute to the identification and control of risks and hazards in the work place. • Interprets and applies relevant regulations, policy and procedures and ensures compliance in work practices. • Demonstrates a commitment to client privacy and confidentiality by securing records and practicing excellent administration practices.	Level 2

Enabling Capabilities

Enabling capabilities are the core skills, knowledge and abilities required to effectively deliver and perform most roles at Bridge Housing. They support the delivery of a person's accountabilities and KPI.

PLANNING AND ORGANISING

Capability and Elements	Behavioural Indicators	Capability Level
Planning and organisational skills including strategic planning	• Plans and prioritises own work to achieve defined plans and work tasks. • Seeks clarification of priorities as required. • Manages own time and uses tools effectively to assist with planning and organising. • Able to multitask effectively.	Level 2

PROLEM SOLVING AND DECISION MAKING

Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates analytical thinking and problem solving skills	• Undertakes advanced problem solving based on specialist knowledge and expertise. • Develops a range of solutions to complex problems and tests likely outcomes. • Engages key stakeholders to find best solution to problems. • Implements and monitors solutions.	Level

COMMUNICATION

Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates effective verbal communication skills	• Models respectful and professional verbal communication techniques and can present complex information and details to an audience. • Demonstrates maturity and skill when discussing difficult and/or complex matters with stakeholders and uses superior communication techniques to ensure positive outcomes.	Level 3
Uses written communication effectively	• Develops briefs and recommendations which balance competing ideas and arguments. • Writes policy and procedures in a logical and systematic way.	Level 3
Negotiates with skills and influence	• Uses diplomacy and tact to negotiate in difficult decisions and situations. • Able to effectively discuss complex concepts with other expert stakeholders. • Confidently conveys ideas and information in a clear and interesting manner. • Uses experience, precedents and own views to advocate own viewpoint. • Assesses situations and knows when to be direct, forceful or diplomatic.	Level 3
Manages and resolves conflict	• Keeps senior members of staff briefed on conflict and their resolution. • Successfully brokers solutions acceptable to all parties. • Supports others manage conflict effectively. • Implements the conflict resolution procedure for clients affectively. • Makes clear judgements around matters which can be handled effectively without escalation.	Level 3

TECHNOLOGY

Capability and Elements	Behavioural Indicators	Capability Level
Uses and harnesses technology	• Uses applications at an intermediate to advanced level. • Contributes to the implementation of new technology and updates. • Coaches and advises others to improve the use of technology in the workplace.	Level 2

POLICY AND PROCEDURES

Capability and Elements	Behavioural Indicators	Capability Level
Develops and maintains workplace policy and procedures	• Ensures all staff are informed of legislation, standards, regulations and policies and procedures affecting the work area. • Independently prepares written policy and procedures for the relevant work area that are simple and effective. • Provides advice on the development of policy and procedures in specialist area. • Regularly reviews relevant procedures in the work area to ensure ongoing efficiency and compliance. • Develops meaning policies and procedures through engaging and consulting with all stakeholders. • Implements new procedures by educating and training other uses.	Level 3

Professional Capabilities

Professional capabilities define the specific knowledge, skills, abilities that are specialist or specific in nature. They are not relevant to all roles at Bridge Housing, however have been identified as critical to delivering Bride Housing's objectives now and in the future.

FINANCIAL MANAGEMENT

Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates sound financial management practices	• Assists with maintenance of financial records and works efficiently to meet established budgets relevant to the work area. • Demonstrates basic numeracy skills required for the effective execution of the role. • Manages budgets and financial targets relevant to the role.	Level 2

PROJECT MANAGEMENT

Capability and Elements	Behavioural Indicators	Capability Level
Experience managing and/or participating in projects	• Develops project plans for the efficient delivery of moderately complex projects. • Defines and allocates tasks and resources in a project. • Uses project management tools to document and capture data. • Communicates and monitor's progress with project team and key stakeholders. • Evaluates the success of the progress and reports on findings to senior management. • Is responsible for meeting time, budget and quality requirements on parts of projects or smaller projects.	Level 3