

Income Recovery Officer Position Description

SCHCADS Award Level 4

Key role details

Income Recovery Officer	
Reports to (position)	Lead, Income Management
Department	Customers
Location	Hurstville, Bonnyrigg, St Leonards and Redfern (may be required to work at other SGCH office locations from time to time)
Remuneration level	Level 4
Essential requirements	Experience working with individuals from diverse backgrounds and cultures Understanding of NSW Residential Tenancies Act 2010 Understanding of support service system Current NSW driving license
Desirable skills	Experience at NSW Civil and Administrative Tribunal (NCAT) Understanding of social and community housing sector

Position summary

As an SGCH Income Recovery Officer, you are customer service focused, supporting tenants to sustain their social housing tenancy by keeping on top of their rent payments and managing their debt. You work proactively with tenants who are behind in their rent payments or have accrued other debts to address the issues as soon as possible and more broadly assist tenants to link to services to support them to manage their finances and bill payments.

This role plays an important part of our early intervention approach to support vulnerable people and households to sustain their housing. You work as part of team of dedicated SGCH team members and partner organisations to with a shared purpose to improve outcome for tenants and social housing communities.

To work at SGCH you are committed to delivering together with passion and purpose, guided by our organisational values. Together we provide sustainable, safe and affordable housing as the foundation for our customers to connect to opportunities and build their communities.



Your Success Profile

Income Recovery Officer	
Knowledge – ‘What do you know?’ Value and importance of social and affordable housing to individuals and the community How to work with vulnerable people from a range of backgrounds How to work collaboratively to address difficult issues	Experience – ‘What have you done?’ Worked in a challenging customer service environment Planned and prioritised a busy workload Delivered services to meet and exceed operational benchmarks
Behaviours – ‘What can you do?’ Provide exceptional customer service Ensure accurate record keeping and systems management Work in partnership to sustain social housing tenancies	Personal qualities – ‘Who you are’ Kind, responsive, caring and supportive Enjoy working with people for a social purpose Work with integrity to deliver the best outcomes for customers

Your work as an SGCH Income Recovery Officer

Our strategic work areas Your daily work	
Vision, purpose and strategy	<ul style="list-style-type: none"> • Work together to achieve our purpose to provide sustainable, safe and affordable housing as the foundation for our customers to connect to opportunities and build their communities • Lead a team to deliver great places, thriving people, connected communities • Aspire to achieve sustainable tenancies as a foundation for opportunity, more sustainable homes in thriving communities and a vibrant sustainable business in the work you do everyday
Customer service	<ul style="list-style-type: none"> • Show respect, courtesy and fairness when interacting with our customers • Respond to customer enquiries and requests with care and urgency • Keep customers informed about issues they have raised and seek feedback to ensure their needs are met



Income management	<ul style="list-style-type: none"> • Understand and operate under the provisions of NSW residential tenancies legislation (<i>Residential Tenancies Act 2010</i>), including taking matters to the NSW Civil and Administrative Tribunal (NCAT) • Follow SGCH policies and procedures to deliver best practice services • Work with tenants so they understand their rights and responsibilities under the <i>Residential Tenancies Act 2010</i>
Customer and stakeholder management	<ul style="list-style-type: none"> • Work with tenants to build their understanding of the importance of paying their rent and water payments regularly and on time and repaying debt, to maintain their tenancy • Assist tenants to understand internal and external services available to them and make appropriate links to services they may need • Participate in service planning and policy development in tenancy matters specifically in relation to income management to support more proactive early intervention approaches
Leadership and teamwork	<ul style="list-style-type: none"> • Work as a team to provide best practice services • Collaborate with teams across our organisation to improve outcomes for customers • Support team members to deliver the best services they can by sharing knowledge and skills, and work together to resolve challenging situations
Self-management	<ul style="list-style-type: none"> • Work flexibly to adapt and respond quickly when situations change • Be open to new ideas, seek feedback and respond constructively • Look for and take advantage of opportunities to learn new skills and develop strengths • Show resilience and ability to work under pressure
Business excellence and innovation	<ul style="list-style-type: none"> • Plan and complete work to agreed timeframes and standards • Understand team and organisational objectives and align your activities accordingly • Identify ways to improve systems or processes to achieve better outcomes
Legislation, policies and procedures	<ul style="list-style-type: none"> • Understand and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Ensure the privacy of customer and organisational information is protected
Compliance and reports	<ul style="list-style-type: none"> • Accurately collect and record tenancy and other information • Contribute to the collection of data and information on operational performance • Attend regular (at least weekly) team huddles and regional team meetings
Accountability and risk	<ul style="list-style-type: none"> • Identify and follow safe work practices; and be vigilant about their application by self and others • Attend workplace health and safety training



	<ul style="list-style-type: none">• Be aware of risks that might impact on the completion of an activity and escalate when identified• Speak out against misconduct and inappropriate behaviour
Information technology	<ul style="list-style-type: none">• Use core office software applications such as Microsoft Outlook, Word and Excel• Manage and update information and workflows in our specialised information and communications technology platform, OneHousing and other applications where required• Comply with SGCH policies on the acceptable use of technology



Our expectations	Your values and behaviours
Top accountabilities	<ol style="list-style-type: none"> 1. Provide responsive and respectful customer centric services in accordance with our Customer Service Standards and commitments 2. Actively manage safety and promote our safety culture 3. Help customers understand the importance of regular and timely rent and water payments to sustain their tenancy 4. Understand and operate under the provisions of NSW residential tenancies legislation (<i>Residential Tenancies Act 2010</i>), including taking matters to the NSW Civil and Administrative Tribunal (NCAT) 5. Link customers to services to support them to manage their finances and bill payments 6. Participate in service planning and policy development in income-related tenancy matters to support more proactive early intervention approaches 7. Know and understand SGCH policies and processes and apply them with a focus on delivering sustainable housing outcomes for customers 8. Apply the Australian Privacy Principles when managing customer information and data 9. Attention to detail when inputting and managing customer information and data, within set timeframes
ETHIC values	<ol style="list-style-type: none"> 1. Trust – we take ownership and accountability to build trust 2. Empowerment – we empower our people, partners and our customers 3. Inclusion – we respect differences and treat people equally 4. Creativity – we explore new and better ways of working 5. Honesty – we are responsible, ethical and professional