

# Position Description

<b>Position Title</b>	<b>Income Management Officer</b>
<b>Location</b>	Marion Office
<b>Child Safety (Prohibited Persons) Act 2016</b>	Non-prescribed
<b>Award</b>	Social, Community, Home Care & Disability Services Industry Award 2010
<b>Classification</b>	Social and Community Services Employee Level 4
<b>Reporting Relationships</b>	Reports to the Housing Portfolio Manager  Direct reports: - Nil

## Position's Primary Purpose

The Income Management Officer contributes to successful and sustainable tenancies through ensuring arrears and bad debts are held at acceptable levels, including early intervention strategies, with particular emphasis on the collection and management of tenant debt (both active and vacated) arrears across a portfolio of designated housing and tenants.

## Key Accountabilities

- Proactively manage arrears within a dedicated portfolio, in line with Housing Services' practices and procedures, using all efforts to ensure that all arrears and debts are recovered or minimised/decreased to mitigate risk to the organisation as a whole
- Daily follow up of cancelled rent and non-rent payments including the negotiation with tenants regarding the repayment of arrears
- Monitor and report on payment plans that have been implemented
- Undertake required regulatory processes and associated activities when a breach tenancy occurs including issuing Notice for Breach of Tenancy as per the Residential Tenancies Act 1995
- Finalise bond claim process at end of tenancy in a timely manner
- Represent Junction at South Australian Civil and Administrative Tribunal (SACAT as required)
- Maintain accurate information and data
- Follow developed Tenant Services and Finance practices and procedures, providing input into suggested changes to support the efficient operation of the Tenant Services portfolio
- Conduct bi-annual rent reviews for specified housing portfolio's utilising the correct rent setting methodology and any associated tasks to completion
- Provide quality client services to tenants by respond to enquiries in a timely and accurate manner, and provide appropriate information as required

## Key Relationships

Who	How
Internal	
Line Manager	Liaise on operational matters and report key information and/or risks for the portfolio

# Position Description

Who	How
Tenant Services Team	Cultivate effective relationships within defined parameters with team members, responding to routine enquiries to obtain and supply information
External	
Tenants	Provide quality client-centric services to tenants and ensure that the tenant is heard and considered
Stakeholders	Support successful and sustainable tenancies that contribute to thriving communities by building and maintaining effective working relationships with key stakeholders. Build rapport and maintain a collaborative and connected approach to service delivery through strong working relationships

## Core Values

Junction aspires to deliver flexible and responsive services that are underpinned by the following core values:

**IMPACT**

*We are determined to make a meaningful difference with a long-term impact and ripple effect of positive change.*

**PASSION**

*Our tenacity brings passion to our purpose, fuelling our motivation and unwavering commitment to drive change.*

**INTEGRITY**

*Trusting, fair and supportive, we act with openness and honesty, preserving the dignity for the clients and tenants we work with.*

**RESPECT**

*We have an inherent belief in the value of all people and respect the right to navigate life's complexities with choice and control.*

**COLLABORATION**

*United by compassion and a true sense of solidarity, we are like-minded group working together towards our vision.*

## Capability Summary

The Junction People Capability Framework applies to all employees and is key in ensuring our Values are embedded in all we do. See attached list of all capabilities for the level of this role.

CAPABILITY GROUP	CAPABILITY NAME			
OUTCOMES FOCUSED	Positively Impact Clients	Deliver results	Drive innovation	Plan and prioritise
PERSONAL ATTRIBUTES	Act with integrity	Live our values and embrace	Show resilience and adaptability	Display self-awareness and motivation
POSITIVE RELATIONSHIPS	Client Centric	Influence and negotiate	Communicate effectively	Work collaboratively
LEADERSHIP & PEOPLE MANAGEMENT	Inspire and lead with purpose	Manage through our Values	Support and develop our people	Make sound and agile decisions
BUSINESS ENABLERS	Manage change	Optimise resources	Leverage technology	Understand financial requirements

## Position Requirements

- A satisfactory Working with Children Check (WWCC) or General Probity Check must be completed, (as applicable), prior to commencing employment and maintained thereafter
- Current Safe Environments Certificate is required and the employee must comply with relevant state legislation to support a child safe organisation
- Holds a current unencumbered Australian Driver's Licence or equivalent, and is willing to drive
- May be required to work across various Junction sites from time to time

## Selection Criteria

### ***Education and Knowledge***

- Intermediate level computer literacy using the Microsoft Office Suite and experience using tenancy management software
- Knowledge of Residential Tenancies Act 2010 – desirable

### ***Skills and Experience***

- Demonstrated experience in Community Housing sector or Property sector and knowledge of tenancy management principles – essential
- Demonstrated experience in Debt Collection with in a medium-sized organisation - essential
- Proven negotiation skills
- Ability to work professionally and maintain strict confidentiality
- Well-developed written communication skills with sound spelling and grammar
- Sound verbal communication and interpersonal skills with a customer service focus
- Ability to prioritise workload, use initiative and work independently and as part of a team
- Previous experience within Accounts Receivable in a medium-sized organisation - desirable
- Experience working in a Community Services organisation – desirable
- Knowledge of local supports services – desirable

## Equal Employment Opportunity

*Junction is an equal opportunity employer that embraces a culture of diversity. We encourage applications from the Aboriginal and Torres Strait Islander community, people with disability, and people from every culture, gender and sexuality identity, age and ethnic background. Junction is committed to being a Child Safe organisation and has zero tolerance for child abuse.*



OUTCOMES FOCUSED	PERSONAL ATTRIBUTES	POSITIVE RELATIONSHIPS	LEADERSHIP & PEOPLE MANAGEMENT	BUSINESS ENABLERS
<b>Positively Impact Clients</b> <ul style="list-style-type: none"> <li>Actively works to understand clients/customers and stakeholders</li> <li>Engages clients/customers in a friendly and appropriate manner</li> <li>Shows respect for clients/customers and stakeholders</li> </ul>	<b>Act with integrity</b> <ul style="list-style-type: none"> <li>Acts in accordance with Junction Values and Code of Conduct</li> <li>Is honest, ethical and professional</li> <li>Acknowledges mistakes and learns from them</li> </ul>	<b>Client Centric</b> <ul style="list-style-type: none"> <li>Actively works to understand clients/customers and stakeholders</li> <li>Engages clients/customers in a friendly and appropriate manner</li> <li>Shows respect for clients/ customers and stakeholders</li> </ul>	<b>Inspire and lead with purpose</b> <ul style="list-style-type: none"> <li>Supports others to understand the organisational direction</li> <li>Contributes to the development of team goals and helps others to do the same</li> <li>Recognises and acknowledges team members achievements and successes</li> </ul>	<b>Manage change</b> <ul style="list-style-type: none"> <li>Supports and participates in change initiatives, assisting others to understand</li> <li>Recognises doubts about change in the workplace and is open to transparent conversations about those doubts</li> <li>Recognises barriers to change, both own and colleagues, supporting each other to accept and facilitate change</li> </ul>
<b>Deliver results</b> <ul style="list-style-type: none"> <li>Focuses on own performance and seeks to deliver quality services</li> <li>Seeks clarity of tasks, asks questions, knows what is expected of them</li> <li>Energetically approaches challenges</li> <li>Reports progress and any potential delays or issues which may impact on others</li> </ul>	<b>Value and embrace diversity</b> <ul style="list-style-type: none"> <li>Sees differences in people as valuable and potential assets</li> <li>Values diversity of thought and includes everyone within the team</li> <li>Is open-minded – listen to learn and understand</li> </ul>	<b>Influence and negotiate</b> <ul style="list-style-type: none"> <li>Contributes to finding effective solutions that influence positive outcomes</li> <li>Works with team to manage workload and/or priorities</li> <li>Participates in discussions to resolve differences with others</li> </ul>	<b>Contributes to a positive focus safety</b> <ul style="list-style-type: none"> <li>Shows genuine care for the safety and wellbeing of self, others and the communities</li> <li>Follows all Work, Health and Safety policy/procedures, contributes to safety and works with others to achieve a zero-harm environment</li> </ul>	<b>Optimise resources</b> <ul style="list-style-type: none"> <li>Works with team members to make effective use of resources to maximise service outcomes</li> <li>Works with team members to ensure a combined and accurate understanding of processes and practices for the work place</li> <li>Works with team members to identify team expectations and standards with a focus on efficiency</li> </ul>
<b>Drive innovation</b> <ul style="list-style-type: none"> <li>Shows a willingness to try new ways of working</li> <li>Generates and shares ideas about ways to continuously improve work and solve problems</li> <li>Looks for better ways to achieve the right outcome</li> </ul>	<b>Show resilience and adaptability</b> <ul style="list-style-type: none"> <li>Works to embrace and assist change</li> <li>Helps to engage others in the change process</li> <li>Shows resilience in times of uncertainty</li> </ul>	<b>Communicate effectively</b> <ul style="list-style-type: none"> <li>Actively listens to clients/tenants and colleagues</li> <li>Contributes to team discussions and planning</li> <li>Keeps stakeholders informed of progress and issues</li> </ul>	<b>Support and develop our people</b> <ul style="list-style-type: none"> <li>Responds flexibly to changing demands</li> <li>Helps others to identify development opportunities to increase capability</li> </ul>	<b>Leverage technology</b> <ul style="list-style-type: none"> <li>Is familiar and confident in using office software applications and technology</li> <li>Understands the function of the technology currently used in role</li> <li>Understands and complies with information, communication and document control policies, systems and security protocols</li> </ul>
<b>Plan and prioritise</b> <ul style="list-style-type: none"> <li>Sets priorities and organises self to meet deadlines</li> <li>Discusses and agrees work plans, timelines and goals with your direct lead</li> <li>Regularly tracks progress on work tasks and adjusts work priorities accordingly</li> <li>Provides input to the development of team work plans and goals</li> </ul>	<b>Display self-awareness and motivation</b> <ul style="list-style-type: none"> <li>Looks for opportunities to learn from the feedback of others</li> <li>Is prepared to challenge self and take calculated risks</li> <li>Is open to opportunities to develop your capabilities that help you reach goals</li> </ul>	<b>Work collaboratively</b> <ul style="list-style-type: none"> <li>Helps others who need guidance or direction on a job</li> <li>Shares information, ideas</li> <li>Acknowledges others' efforts</li> </ul>	<b>Make sound and agile decisions</b> <ul style="list-style-type: none"> <li>Makes and implements routine decisions on daily work in a timely manner</li> <li>Consults and seeks necessary information as a basis for decisions</li> <li>Explores various possibilities and generate innovative solutions</li> </ul>	<b>Understand financial requirements</b> <ul style="list-style-type: none"> <li>Understands budgets can only be used for intended purposes</li> <li>Appreciates the importance of accuracy in estimating costs, analysing financial data and recording transactions</li> <li>Uses all resources wisely and efficiently</li> </ul>