

Role title	Income Recovery Officer	Grade	SCHCADS Award, Level 4
Business unit	Customers	Division	Customers
Engagement type	Fixed term contract	Engagement hours	Full time
Role family	Income Management	Reports to	Lead, Income Management
Location	All SGCH offices	In office category	In office, 4 days per week

Purpose of the role

This role supports tenants in sustaining their social housing tenancy by ensuring they keep up with rent and utilities payments and manage their debt. The role works proactively with tenants to address payment issues and connects them to services that can help manage their finances, contributing to the early intervention approach to sustain housing for vulnerable people.

Essential Criteria

- Strong knowledge of the NSW Residential Tenancies Act 2010. A current NSW Driver's Licence and willingness and ability to travel regularly to SGCH region sites and offices.
- Sound experience working in a challenging community focused customer service environment and of serving customers from diverse and vulnerable backgrounds.
- Demonstrated skills in customer service, negotiation, organisational and time management, prioritising and planning, communication and digital literacy.
- Ability to work with a business acumen and a social heart with self-motivation, compassion and resilience to manage competing priorities, deadlines and multiple stakeholders, to continuously improve, and deliver the best outcomes for the business and customers.

Key Accountabilities

1. Deliver excellent proactive customer service that balances supporting tenants to sustain tenancies and instigating interventions, to ensure SGCH receives payments from tenants in a timely manner.
2. Educate tenants on the importance of timely rent and utilities payments to maintain their tenancy under the NSW Residential Tenancies Act 2010.
3. Engage with colleagues, local, community and government support partners to assist tenants in accessing necessary services to manage debt and maintain tenancies, and with NCAT for recovery matters.
4. Collect compliant data and maintain records so that income recovery performance and compliance can be accurately measured.
5. Share knowledge and seek continuous improvement in income recovery strategies to support colleagues and drive excellence.

6. Promote a culture of respect, courtesy, and fairness in customer interactions and ensure the team responds to customer inquiries and requests with care and urgency.
7. Contribute to continuous improvement and innovation by identifying opportunities to enhance processes, embracing new ideas, and applying a growth mindset to learn, adapt, and drive better customer outcomes for SGCH.
8. Contribute to a positive and inclusive work culture aligned to SGCH's values – We Care, We Connect, We Create – fostering respectful, innovative, and trusting environments where everyone feels a sense of belonging.
9. Create a safe environment where people can thrive, by consistently following safety protocols, fostering a positive safety culture, and reporting hazards and incidents.
10. Exercise delegated authority responsibly to ensure decisions are made within authorised limits and in alignment with SGCH's policies and procedures.

St George Community Housing (SGCH) Overview

At SGCH, we believe everyone belongs. This is why our purpose, 'to create belonging' drives our commitment to build a team where diversity, inclusion and connection are at the heart of what we do. SGCH is a leading not-for-profit community housing provider supporting over 12,000 customers across 7,000 homes in NSW and VIC, and we invest in our people, our homes, and our communities. Guided by our values – We Care, We Create, We Connect – we've built an inclusive workplace by caring for one another, creating and sharing new ideas, and connecting authentically every day, where everyone has the opportunity to grow and thrive.