



## Position Description

### 1. POSITION IDENTIFICATION

Position Title	Rent Arrears Officer
Team	Tenancy & Co-op Services
Location	Richmond and other offsite offices as required
Classification	Level 3
Time Fraction	1.0 FTE

### 2. POSITION PURPOSE

To provide a Rent Arrears Management Service to Common Equity Rental Co-operatives (CERCs) in accordance with the requirements contained within the Rent Arrears Management Service Contracts between CEHL and CERCs.

To ensure that all rent arrears action taken comply with current Housing Service rent arrears management procedures, CEHL Program Policy & Procedure and Victorian Civil and Administrative Tribunal (VCAT) requirements.

### 3. ORGANISATIONAL DESCRIPTION

Common Equity Housing Limited (CEHL) is Victoria's largest Housing Association and is both a provider and developer of affordable housing. CEHL uses co-operative housing models to empower people to build strong communities through better housing solutions.

CEHL is an enabler; partnering with member co-operatives, to deliver an effective, sustainable cooperative housing program. Our strategic outcomes are to:

- Achieve enabled co-operatives, empowering and engaging their members;
- To be sustainably growing our social, environmental, cultural and economic impact; and
- To be strongly contributing to a revitalised and innovative affordable housing system.

Our values statements are:

- We care for one another;
- We are responsible;
- We work together; and
- We make a difference.

CEHL is a not for profit organisation, governed by a Board of 11 Directors and whose shareholders are member co-operatives

The organisational structure comprises the following teams:

Program Development, Co-operative Development & Strategy, Co-op & Tenancy Services, Asset Management, Real Estate Services, People & Organisational Development, Corporate Finance, and Administration & Compliance.

#### 4. KEY RESPONSIBILITIES

##### Services Provided

Commencement of New Rent Arrears Contracts by:

- First point of contact for CEHL staff & CERC members for all Rent Arrears Management Service enquiries.
- Provide all Rent Arrears Management contracts and documents in response to CERC Arrears Management Service enquiries.
- Liaise with Financial Services Team to commence a Rent Arrears Service
- Arrange and attend a Rent Arrears Management Service meeting with the CERC and members.
- Process and issue Rent Arrears Service Start Up invoice within the first 2 weeks of the service.

Manage ongoing Rent Arrears Management contracts by:

- Weekly processing of CERC rent arrears in accordance with CEHL Rent Arrears Program Policy & Procedure and Housing Service Practice instructions.
- Issue required rent arrears correspondence to CERC members in rent arrears and record actions taken on GreenTree
- Respond to any phone calls or emails regarding CERC rent arrears in accordance with CEHL Response protocols.
- Liaise with the Finance Team with regards to any unallocated rent payments and process according to Housing Service practice instructions.
- Complete CERC Rent Arrears Management weekly report and email report and documents to CERC according to practice instructions.
- Issue VCAT Notice to Vacate and Applications as required, and attend VCAT on rent arrears matters.
- Issue monthly invoices to CERCs for any VCAT action taken.

Ending of Rent Arrears Management contracts

- Advise CERC of the required process to end a Rent Arrears Management contract - 1 months' notice.

	<ul style="list-style-type: none"> <li>• Liaise with Finance Team Bookkeeper supervisor with regards to termination of a rent arrears contract.</li> <li>• Advise CERC in writing of the termination process for the termination of a Rent Arrears Management contract and requirements of CEHL.</li> </ul>
<b>Policy and Planning</b>	<p>Observe and comply with all CEHL Program Policies and Procedures.</p> <p>Contribute to the development and implementation of practices to support best practice quality service delivery and monitor performance and compliance</p> <p>Identify gaps in existing Rent Arrears Management service procedures and provide review recommendation to the Team Leader.</p> <p>Inform reviews of existing policies and procedures by actively contribute to the development of procedures relevant to Rent Arrears Management Service duties.</p> <p>Participate in internal working groups across CEHL and organisational development activities.</p> <p>Adhere to Human Resources practices, policy &amp; procedures.</p>
<b>Supervision</b>	None
<b>Information and Advice</b>	<p>Refer tenants to support services in accordance with the CEHL <i>Referral to Support</i> Program Policy &amp; Procedure where necessary to sustain the tenancy.</p> <p>Analyse rental records to identify trends of concern and recommend appropriate responses to the Tenancy Team Leader and/or Co-operative boards.</p> <p>Provide all necessary Rent Arrears information to ensure tenancies are sustained, and in accordance with CEHL Program Policy &amp; Procedure and Residential Tenancies Act.</p>
<b>Financial and Budgeting</b>	Maintain rental records and analyse arrears to ensure accuracy and determine appropriate action.
<b>Compliance and Reporting</b>	<p>Observe requirements of Residential Tenancies Act, and Performance Standards for Registered Housing Agencies.</p> <p>Ensure Rent Arrears Management Services are provided in accordance with the requirements of the CEHL program Policy &amp; Procedure and of the Co-op/CEHL Agreement.</p>
<b>Other Duties</b>	As directed, undertake other duties which are incidental and peripheral to the main tasks, provided that such duties are reasonably within the requirements and responsibilities of the

	<p>position. The allocation of other duties is in consultation with the staff member.</p> <p>Actively participate in professional development and the life, development and growth of CEHL.</p>
<b>5. GENERIC RESPONSIBILITIES</b>	
<b>Mission / Vision / Values</b>	To uphold CEHL's Purpose, Vision and Organisational values.
<b>Adherence to Legal Requirements / CEHL Policy</b>	To abide by all terms, conditions and requirements <i>including but not limited to</i> : Enterprise Agreement, Occupational Health & Safety; Equal Opportunity, Discrimination, Harassment and Bullying; Privacy; and Code of Conduct.
<b>Teamwork / Collaboration</b>	To work constructively and cooperatively as part of the CEHL team.
<b>Communication</b>	To effectively communicate with CEHL's internal and external stakeholders
<b>6. KEY SELECTION CRITERIA</b>	
<b>Qualifications or equivalent industry knowledge and experience</b>	<p>Relevant post-secondary training or demonstrated experience of working within a tenancy services environment.</p> <p>.</p>
<b>Knowledge</b>	<p>Good working knowledge of Residential Tenancies Act and processes required by the Victorian Civil and Administrative Tribunal</p> <p>Knowledge of CEHL Rent Policy and other tenancy related policies and procedures.</p>
<b>Experience</b>	<p>Demonstrated experience and confidence operating electronic and manual information systems (databases and files) to maintain accurate records and produce reports as required.</p> <p>Previous experience working in a team environment and willingness to provide support and direction to less experienced team members and foster a positive, collaborative team environment</p> <p>Broad administrative experience.</p> <p>Experience preparing and presenting information to groups.</p> <p>Experience managing complaints or conducting legal processes</p>
<b>Skills</b>	Ability to correctly interpret, adhere to and apply policy and procedure.

	<p>Good numeracy skills and the ability to analyse and appropriately interpret financial information provided by clients, with a demonstrated attention to detail and high level of accuracy.</p> <p>Confident communicator, with a demonstrated ability to interact and communicate sensitively and professionally with clients and stakeholders including effective written and verbal communication skills.</p> <p>Advanced time management and organisational skills including proven ability to manage own and team workloads under supervision, meet deadlines and respond flexibly to competing priorities.</p> <p>Confidence to deal with complex enquiries, solve problems and be accountable for decisions within delegated authority</p> <p>Intermediate skills across Microsoft Word, Excel and database programs, and good working knowledge of the tenancy management software - MYOB Greentree program</p> <p>Ability to prepare and present tenancy matters to the Victorian Civil and Administrative Tribunal.</p>
<b>7. ORGANISATIONAL RELATIONSHIPS / EXTENT OF AUTHORITY</b>	
<b>ORGINISATIONAL RELATIONSHIPS</b>	
<b>Reports to</b>	Housing Services Team Leader
<b>Direct Reports</b>	None
<b>Internal Contacts</b>	All CEHL Managers and Employees.
<b>External Contacts</b>	Co-operative board members, treasurers, maintenance officers and member tenants and their other household members; Health professionals, tenancy advocates, guardians and financial administrators; Staff of partner agencies; Local Government employees; Police, DHS; Consumer Affairs and Victorian Civil Administrative Tribunal staff; Centrelink.
<b>EXTENT OF AUTHORITY</b>	
<b>Under what level of supervision does the position operate?</b>	<p>Works under the general direction of the Tenancy Team Leader.</p> <p>Required to manage and respond to routine rent arrears management service matters independently.</p> <p>Responsible for managing their own diary and planning work in accordance with set timelines.</p> <p>Decisions made in the position:</p> <ul style="list-style-type: none"> <li>• Negotiating arrears repayment agreements</li> <li>• Authorising short term extensions or variations to repayment agreements</li> </ul>

	<ul style="list-style-type: none"> <li>• Determining appropriate applications / outcomes to be sought at VCAT</li> </ul>
<b>How is the freedom to act controlled or limited?</b>	<p>A workload portfolio is allocated to the position but the incumbent is expected to adjust priorities and work flow in response to issues arising outside that portfolio.</p> <p>Required to refer the following decisions to the Housing Service Manager via the Tenancy Team Leader:</p> <ul style="list-style-type: none"> <li>• Proposed exemptions to rent policy</li> <li>• Proposed purchase of a Warrant of Possession</li> </ul>
<b>What degree of guidance or advice is available when problems occur?</b>	<p>Guidance regarding complex rent arrears management matters is available from the divisional manager and/or Tenancy Team Leader.</p>
<b>Where can solutions to problems be found?</b>	<p>Housing Services Manager</p> <p>Tenancy Team Leader</p> <p>Residential Tenancies Act.</p> <p>Consumer Affairs information.</p> <p>Performance Standards for Registered Housing Agencies.</p> <p>Existing CEHL Program Policy &amp; Procedure and Housing Service Operations Procedures Manual.</p> <p>Existing Housing Services policies and procedure guides.</p> <p>Advice and expertise of Co-op Support/Development Co-ordinators.</p> <p>Advice and expertise of Finance Monitoring team members.</p> <p>Advice and expertise of CEHL Program team members</p> <p>Community Housing Federation of Victoria legal advisor</p> <p>Local Government, Consumer Affairs, Victorian Civil and Administrative Tribunal and Department of Human Services websites.</p>