**Job Description Form**

**Regional Recovery Officer**

**Pool Ref HOU0818**

**POSITION DETAILS**

Classification Level: Level 4

Award/Agreement: PSA 1992 / PSGOGA 2017

Position Status: Permanent Full Time, Fixed Term Full Time

Organisation Unit: Service Delivery, Client Services

Job Family/Group: Tenancy & Property Services/Tenancy Management

Physical Location: Karratha

JDF Review Date: 19 June 2015 – B.Leite

Position Creation Date: 08/03/2012

**REPORTING RELATIONSHIP**

This position reports to: Manager Housing Services, Level 6

This position has no subordinates.

**ABOUT THE DEPARTMENT**

The Department of Communities - Housing is an affordable housing provider involved in land development, housing construction and property management. Working in partnership to build economic and social prosperity by enabling Western Australians to have a place to call home.

The Agency promotes a high standard of Equal Opportunity, Occupational Health and Safety, and ethical principles/practices. It is a requirement that relevant safety procedures/guidelines and equal opportunity principles are applied at all times.

**ROLE STATEMENT**

This position is responsible for managing and coordinating all debt recovery for tenants in occupation within the Region. Further to this, the position is expected to negotiate outcomes that save tenancies that are at the highest risk of eviction where the Housing Authority has the opportunity to proceed with eviction.

Please note that part of the role of the Regional Recovery Officer is to attend court. The Housing Authority is precluded from being represented by a legal practitioner as prescribed in the Residential Tenancies Act 1987 (WA)

**CORE DUTIES AND RESPONSIBILITIES**

1. Manages and coordinates regular reviews of all rental accounts throughout the Region, and accounts under legal action and ensures that all necessary action is initiated.
2. Effectively negotiates outcomes with other parties to save tenancies that are at the highest risk of eviction.
3. Negotiates with advocates and semi-legal professionals around the Housing Authority’s legal action and how a tenancy may be saved.
4. Prepares documentation for all Court hearings, attends Court as required and initiates action resulting from Court decisions.
5. Prepares reports and submissions on arrears and debt recovery.
6. Interviews and counsels tenants regarding debts and repayment options.
7. Liaises with Government departments, Members of Parliament, local authorities, contractors, debt recovery agencies and welfare groups with regard to debt recovery.
8. Monitors and actions all unfinalised vacated accounts across Region to ensure current action.
9. Refers defaulting vacated accounts to debt collection agency for further action.
10. Finalises vacated accounts as required.
11. Assists with the preparation and management of special projects in the Region as directed.
12. Promotes a high standard of Equal Opportunity and Diversity, personal conduct, and Occupational Safety and Health in the workplace.
13. Performs other duties as directed

**SELECTION CRITERIA**

**ESSENTIAL**

1. High level of communication skills with the ability to participate confidently and effectively in a court environment.
2. Sound negotiation and interpersonal skills together with the ability to liaise effectively with a range of people on sensitive issues.
3. Well-developed organisation skills with the ability to manage a variety of competing tasks and meet deadlines.
4. Demonstrated ability to interpret legislation and contracts and to plan and implement appropriate action in line with the relevant legislative or contractual requirements.

**DESIRABLE**

1. Knowledge and understanding of the Residential Tenancies Act, particularly in relation to legal recovery processes and tenancy issues.
2. Knowledge of maintenance issues.

**SPECIAL APPOINTMENT REQUIREMENTS**

1. Possession of a current Western Australian 'C' or 'C-A' Class Driver’s Licence or equivalent. This requirement continues for the duration of employment in this position and from time to time production of the licence may be required upon request by the Agency.