



Job Description Form

SENIOR CASE AND RECOVERY MANAGER 04003848

POSITION DETAILS

Classification Level:	Level 5
Award/Agreement:	PSA 1992 / PSGOGA 2014
Position Status:	Permanent Full Time
Organisation Unit:	Client Services – Great Southern Region
Physical Location:	Albany
JDF Review Date:	June 2015 – Brad Leite
Position start date:	22 June 2015

REPORTING RELATIONSHIP

This position reports to: 00140168 Manager Housing Services Level 6

This position has no subordinates.

ABOUT THE HOUSING AUTHORITY

The Housing Authority 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.

KEY ROLE OF THIS POSITION

Investigates all regional complaints made against public housing tenants and takes action to manage disruptive behaviour in accordance with Departmental policy.

This position is also responsible for preparing, managing and coordinating all the required Court action and liaises with internal and external stakeholders including government and non- government agencies.



CORE DUTIES AND RESPONSIBILITIES

1. Investigation, Coordination of Complaints Management and Legal Recoveries

- 1.1 Investigates objectionable behaviour complaints and legal recoveries applying a high standard of investigative practice
- 1.2 Manages and coordinates regular reviews of all specified rental accounts throughout the Region, and accounts under legal action and ensures that all necessary action is initiated.
- 1.3 Conducts interviews, gathers, records and assesses evidence to manage objectionable behaviour complaints as per the Departments, Disruptive Behaviour Management Strategy and the West Australian, Residential Tenancies Act 1987 (RTA 1987) within their prescribed timeframes.
- 1.4 Prepares, lodges documentation and represents the Department at Court proceedings for all specified tenancy matters including arrears, property standards and objectionable behaviour.
- 1.5 Prepares and develops submissions, reports, briefing notes, maintains statistical registers and other documentation for all specified tenancy matters including arrears, property standards and objectionable behaviour as required.
- 1.6 Responsible for the coordination and control of the capture, distribution and monitoring of complaints made against public housing tenants, including the management of the DBRS email account within prescribed timeframes.
- 1.7 Effectively negotiates outcomes with other parties to support tenancies that are at the highest risk to avoid eviction.
- 1.8 Interview tenants and complainants providing counsel about legal processes, policies, recovery options and outcomes, while adhering to privacy requirements.
- 1.9 Negotiates with advocates and semi-legal professionals around the Department's legal action and how a tenancy may be sustained.
- 1.10 Monitors and actions all specified unfinalised and finalised vacated accounts across Region to ensure current action.

2. Tenancy Management

- 2.1 Maintains contact with internal and external stakeholders, effectively communicating the impact upon the tenancy of relevant policies.
- 2.2 Refers tenants to external support agencies to address issues contributing to disruptive behaviour and breaches of their Tenancy Agreement.
- 2.3 Works effectively with external support providers to intervene in support of dysfunctional tenancies and seek to resolve issues.
- 2.4 Liaises with mediators to resolve low-level disputes, where available and appropriate.
- 2.5 Researches, investigates and responds to Executive, Parliamentary, Ministerial and Ombudsman enquiries related to disruptive behaviour matters and breaches of the Tenancy Agreement.



3. Liaison and Negotiation

- 3.1 Liaises with Service Delivery Central, Legal and Legislative Services and regional offices as required to seek advice and manage cases of disruptive behaviour and breaches of the Tenancy Agreement and or the RTA 1987.
- 3.2 Engages external stakeholders to assist in investigating complaints and progressing legal action.
- 3.3 Initiates, develops and maintains networks and good working relationships with external support providers.

4. Other

- 4.1 Represents the Department at external forums as required.
- 4.2 Undertakes travel with the possibility of extended overnight stays as required.
- 4.3 Performs other duties as required.
- 4.4 Promotes a high standard of Equal Opportunity and Diversity, personal conduct, and Occupational Safety and Health in the workplace.

SELECTION CRITERIA

ESSENTIAL

- 1. Highly developed oral and interpersonal skills with the ability to conduct confidential interviews and negotiate with a diverse range of people on complex, sensitive and disputed issues and participate confidently and effectively in a court environment.
- 2. Demonstrated ability to lead, develop and mentor a team to achieve organisational goals and targets
- 3. Highly developed written communication skills, including report writing.
- 4. Demonstrated analytical and evaluation skills with an ability to interpret and apply policy and legislation.
- 5. Well-developed organisation skills with the ability to plan and prioritise workloads to meet tight deadlines and work with minimal supervision.
- 6. A strong client focus with demonstrated knowledge and understanding of the issues impacting Aboriginal people and demonstrated experience in, or ability to work and engage effectively with Aboriginal people in a sensitive manner.

SPECIAL APPOINTMENT REQUIREMENTS



Government of **Western Australia**
Housing Authority

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 Housing Authority.