



JOB DESCRIPTION

Post Title:	Supported Living Income Collection Officer	Grade:	4
Department:	Supported Living	Location:	Agile
Responsible to:	Head of Housing (Support Services)		

Job Summary	
To provide a high quality arrears recovery service (covering all types of debt) in accordance with Group policies and procedures. To assist in ensuring that supported living rental and service charge income is maximised for the Group and arrears kept to a minimum.	
<ol style="list-style-type: none"> 1. Provide supported living customers and their advocates with accurate information regarding their accounts, including payment amounts and any debt that is owed and the range of payment options that are open to them 2. Monitor accounts in a timely manner, identifying accounts where payments are missed and initiating the appropriate action in accordance with Group policies and procedures to ensure debt is minimized and recovered 3. Ensure that contact with customers who are in arrears, is made in a timely manner and in an appropriate way for each individual tenant, eg: liaising with Social Services, Commissioning bodies or a Court Appointed Deputy, to prevent debt rising and recover charges due 4. Collaborative working with the Customer Accounts Team to ensure the annual rent increase is applied to all local authorities and in a timely manner in order to minimize arrears 5. Identifying potential restrictions by housing benefit departments around Specialised Supported Housing through liaison with housing benefit departments, referring to the supported living operational managers where appropriate and ensuring the customer receives the full housing benefit to which they are entitled. 6. Processing Housing Benefit Notifications ensuring that the information provided on the notification is accurate and liaising with the customer or representative to ensure they are aware of any changes or restrictions to their claim and taking the necessary action to minimise debt. 7. Initiate a payment method and produce a schedule of payments for local authorities, support providers and appointees for rent and/or service charges in cases where there is a management agreement, or the tenant lacks the capacity and rent is being funded through a 3rd party. 8. Ensuring all tenants with a nil housing benefit award or non housing benefit eligible 	

charges have the preferred method of a Direct Debit set up and changes are made to this in line with housing benefit fluctuations. Where Direct Debit is not possible, ensure alternative payment plans are in place.

9. Processing of housing benefit overpayment invoices ensuring accuracy of request and subsequently arranging for any overpaid housing benefit to be promptly refunded to the Local Authority to avoid debt recovery action against the Association or querying dates or figures as appropriate with the relevant Local Authority.
10. Signpost customers & their appointees to appropriate agencies to obtain specialist debt and benefit advice or to provide advice where we are able to do so.
11. Ensure that all contact information is updated to the Group IT systems in a timely and accurate manner
12. Liaise with supported living colleagues, initiating legal action where necessary in a timely manner in accordance with Group procedures to recover debts due
13. Identify cases for personal visits in a timely manner and ensure such visits are scheduled for appointment; to undertake such visits as appropriate and to take card or cheque payments. Where appropriate, provide the information required to enable a visit to be undertaken on your behalf by the supported living operational area teams
14. Prepare the appropriate paperwork for the recovery of debt owed to the Group through the Court process and ensure the paperwork is correctly, accurately and in a timely manner served on the Court and the customer in accordance with Group procedures
15. Attend Court and present a case on behalf of the Group
16. Make applications for Eviction Warrants and Warrants to execute Court Orders in a timely manner following Group procedures
17. Attend Court and represent the Group in relation to applications to suspend warrants
18. Ensure that credits on accounts are investigated, adjustments made and refunds processed where necessary
19. Collection and monitoring of former tenant arrears, using the tracing system where appropriate, to secure outstanding debt
20. Identifying arrears cases for write off and completing the necessary paperwork.
21. Give advice to customers on claiming housing benefit, universal credit or other benefits in a timely manner to reduce the risk of them falling into arrears
22. To make agreements with customers or their advocates, appointees, for the prompt repayment of debts owed in accordance with procedures
23. Maintain effective working relationships with external agencies so that income is maximized for the customer and the Group
24. Make referrals to Financial Inclusion and Progress Futures where relevant
25. Maintain an up to date knowledge of Specialised Supported Housing
26. Undertake work in conjunction with other teams and be willing to co-operate with colleagues to effectively and efficiently deal with enquiries or own workload

27. Take proactive steps to exceed customer expectations, chasing information proactively and seek clarification where necessary in a timely manner
Corporate Responsibilities
<ol style="list-style-type: none"> 1. Work in line with the Group's core values 2. Participate in the My Progress Appraisal, personal review and development process. 3. Comply with the Equal Opportunities, Customer Care, GDPR, IT and Health and Safety policies. 4. Undertake any additional learning and development considered relevant to the performance of the duties of this post and in furtherance of the Group's objectives. 5. Adopt a corporate, coordinated and co-operative approach to working. 6. Any other duties to reflect the changing workloads and priorities within the department.
Special Conditions
<p>This role may require occasional out of hours working and / or lone working, appropriate training and safety protocols will be applied.</p>

Name			
Signature:		Date:	

PROGRESS HOUSING GROUP

PERSON SPECIFICATION

Post Title:	Supported Living Income Collection Officer
Reporting to:	Head of Housing (Support Services)

CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
<u>QUALIFICATIONS</u>		
1. 5 GCSE qualifications (or equivalent) with at least Grade C in Maths and English	E	Application Form/Certificates
2. Relevant professional qualification	D	
<u>BACKGROUND KNOWLEDGE AND ABILITIES</u>		
1. Experience of managing a debt recovery process particularly within social housing	E	Application Form, Interview and Assessment
2. Understanding of welfare benefits in particular housing benefit and universal credit	E	
3. Use of, and competency in, Microsoft Office (or equivalent)	E	
4. Experience of presenting debt recovery cases in Court	D	
<u>BEHAVIOURAL SKILLS</u>		
1. Ability to use own initiative and plan ahead	E	Application Form, Interview and Assessment
2. Flexible and willingness to learn	E	
3. Understands the Group's vision and has a 'can do' attitude	E	
4. Excellent verbal and written communication skills	E	
5. Commitment to exceed customer expectations	E	
6. Tenacity, perseverance and positive attitude to deal with problems and change	E	
7. Willingness to embrace change	E	
8. Willingness to solve problems rather than just to identify problems	E	
9. Willingness to 'go the extra mile' and work outside	E	

CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
BEHAVIOURAL SKILLS cont. normal working hours when necessary 10. Positive attitude to change 11. To be open to giving and receiving feedback 12. Has confidence to challenge processes with Line Manager where value for money is not being achieved.	 E E E	
<u>OTHER REQUIREMENTS</u> 1. Full driving licence that is valid within the UK and use of a car during working hours for which appropriate valid insurance is in place Occasional out of hours working	 E E	Application Form/ Interview