

Director of Rental Assistance

The Rental Assistance Director oversees a matrixed staff of approximately 20 – 25 managers, program representatives, Family Self-Sufficiency case workers, quality control compliance monitors, inspectors, and clerical personnel. The rental assistance programs support RCAP's primary mission, which is to address the needs of lower income persons and communities while emphasizing self-sufficiency and economic opportunity leading to personal empowerment. RCAP's HCVP is a Moving to Work (MTW) Program. The Rental Assistance Director ensures that service delivery for the administration of nearly 3,000 rental assistance vouchers with a budget of \$26+ million is executed in accordance with the legal and moral rights of clients in employment, housing, and access to services. The Rental Assistance Director commits to safeguarding the privacy of persons and confidentiality of records in RCAP's custody. The position is administratively, fiscally, and programmatically responsible for developing, implementing and maintaining all operations in the wide array of contracted state and federal rental assistance programs to ensure compliance with DHCD and HUD regulations and delivery expectations. The Director ensures quality customer service for clients, landlords, and other stakeholders to ensure quality service delivery.

Key Responsibilities:

Program Oversight

- Develop systems and procedures to monitor and supervise the programs and projects assigned within the accountability and procedural guidelines set by RCAP as well as be responsible for such reports and records as required by the agency and/or funding sources including punctual submission.
- Maintain thorough knowledge of current program regulations, rules, and requirements, their application, administrative plans and updates, and disseminate same to staff, clients, and landlords in a timely way.
- Supervise the Deputy Director, Customer & Finance Program Manager, Technical Services Program Manager, HQS Manager in the daily program administration to include planning, program development, program evaluation, performance reviews, and training.
- Team leader of the rental assistance programs Management team.
- Resolve conflicts when necessary with clients, landlords, stakeholders, staff and/or other interested parties as appropriate.
- Oversee management and liaison with software company to ensure compliance, smooth operation, and necessary training is provided for staff.

Regulatory Compliance and Reporting

- Ensure full regulatory and funder compliance of all rental assistance programs. Ensure compliance in accordance with funder quality control measures, procedures, and requirements.
- Oversee analysis and management of leasing, quality, resource allocation (caseloads and staff assignments), and other factors used to monitor project success; including Tracker and other applicable databases.
- Serve as RCAP Solutions' CORI appeals officer
- Direct and coordinate the activities of the special programs staff to ensure compliance and adequate delivery of services to clients and their special needs.
- Ensure that PIC errors are captured and corrected in a timely manner.

- Ensure all reporting is compliant to regulatory requirements and submitted on time.

Administration

- Administer personnel policies, time and travel records, evaluations, personnel status recommendations, position requests, equipment and supply requests and control, and program financial controls and procedures.
- Administer grants within the jurisdiction of the rental assistance component, including acting as liaison with state and federal funding agencies, controlling of expenditures, and compliance with regulations.
- Assist in development, implementation, and monitoring of budgets for rental assistance programs.
- Coordinate and integrate new and ongoing activities with other RCAP Solutions' departments.
- Support and promote the RCAP Solutions Strategic Plan through development, implementation and achievement of objectives as tied to the Plan.
- Lead outreach efforts and work with other organizations, public and private, to ensure the success of all current and potential rental assistance programs.
- Participate in network and partner meetings as needed, such as RAC and subcommittees thereof
- Develop training materials and provide or assist with training landlords, staff, and other stakeholders regarding rental assistance program access, regulations, and requirements for program access, operations, and compliance.

Education Requirements:

- Bachelor's Degree required.
- MPA, MBA, MSW, MA, MS in Nonprofit administration, Human services or related field preferred.
- BS/BA concentration in non-profit management, business management, social work, counselling, or in directly related social services field preferred.
- Bilingual Spanish speaking strongly preferred

Experience Requirements:

- Seven to ten years of experience in federal/state regulatory compliance, preferably within HCVP/Section 8 program administration.
- Minimum of 5 years supervisory experience required. Requires a successful record as a manager of a diverse staff and of managing complex, multifaceted, heavily regulated programs.
- Knowledge of federal and state funded housing programs targeting low-income diverse populations preferred.
- Experience working with complicated regulatory requirements, regulation interpretation, execution, compliance, reporting, and other associated duties.
- Must have strong financial management skills and ability to manage program and operation budgets.
- Must possess outstanding computer skills including the latest Microsoft office applications including Word, Excel, PowerPoint, etc. Familiarity with Rental assistance software especially Tracker Systems preferred.
- Strong negotiation and assessment skills.
- Complete, accurate, and efficient compliance and reporting experience both internally and externally.
- Quality assurance and compliance experience for program delivery, operations, and customer service.
- Evidence of a personality that is balanced, persevering, intellectual, with a strong sense of personal responsibility. The Rental Assistance Director is an independent problem solver who expresses



sensitivity to low income clientele and responds calmly to problems and people in crisis. Able to relate well with professional staff, low income clientele, attorneys, federal and state officials, legislators, accountants, etc.

- Must possess outstanding verbal and writing skills and demonstrate ability to communicate well on every level.

Certifications or Licensures:

- Certified Public Housing Manager (ability to attain PHM certification within 1 year)
- Driver’s license

Working Conditions:

- Typical office conditions in RCAP’s Worcester Field Office. Must be able to operate regular office equipment including computers, fax, telephones, copiers, printers, etc.
- Some travel required.

Supervisory Responsibilities:

- oversees a matrixed staff of approximately 20 – 25 managers

Location –Worcester, MA

Grade Level: 20

Compensation and Benefits:

RCAP Solutions, Inc. offers an excellent compensation and benefits package, including health, dental, 403b, vacation, 13 paid holidays, STD/LTD, etc.

To Apply:

Interested candidates should submit a resume and cover letter to:

RCAP Solutions, Inc.

Human Resources Department

205 School Street, Suite 401, Gardner, MA 01440

Email: HR@rcapsolutions.org, Fax: (978) 630-2751

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