



## **Manager of Housing and Consumer Education Center – Worcester, MA**

### **RCAP Solutions is currently seeking a qualified individual to manage our HCEC Team at our Client Resources Offices in Worcester, MA.**

RCAP's HCEC (also noted as the Resource Centers) is a portal to all of the individual components and services of RCAP Solutions and works with other program directors to accomplish a transparency & integration of services at the front door of RCAP Solutions. The HCEC Director will be responsible for overseeing the delivery of information, referral and brief housing counselling (pre, post, & foreclosure), online housing counselling services, integrated (program) workshops, extended case management services and the administration of RAFT (Rental Assistance for Families in Transition), a financial assistance program and homeless prevention programs including HomeBASE and Safe Step.

The resource centers are responsible for assisting individuals & families with a wide range of housing issues including but not limited to: foreclosure prevention, housing search assistance, first time homeownership, financing options, tenant and landlord issues, eviction mitigation, and homelessness prevention. The position supervises the staff of HCEC & RAFT at RCAP's Worcester site and the effective use of property managers as secondary support to HCEC in their area. The Director represents RCAP at all related meetings both internally and externally when required. The Director maintains and builds credentials including but not limited to: HUD Counselling; CHAPA Certification and NeighborWorks.

#### **Supervisory Responsibilities:**

- Develop the Worcester office location as a center for access to all of RCAP Solutions' program and services; monitor trends for changing client needs and coordinate relevant marketing action.
- Maintain proper budget and monitor expenditures;
- Assist in the development of related grants & other funding efforts;
- Provide comprehensive program orientation and training that is ongoing to all program staff;
- Coordinate and maintain the delivery of counselling, case management, and workshop services to meet grant deliverables; insure timely and accurate reporting; insure timely and accurate data input with various databases including ETO, Counsellor Max, TRACKER, etc.
- Prepare & submit all funder and other required reporting on time, maintain records accurately, prepare for audits and monitoring site visits as needed,
- Provide Case Management support to frontline HCEC staff;
- Provide supervision in weekly meetings with Resource Center staff, monitoring progress and tracking/reporting in TALEO & any other required software platforms required.
- Ensure compliance with regulatory statutes & credential standardization;
- Maintain development of training and procedures manual for program staff;
- Actively participate in all meetings with funders and network/provider agencies, representing RCAP;
- Remain current in training to effectively train & assist staff;
- Remain current in trends effecting counselling & training efforts.

#### **Counseling and Workshop Delivery:**

- Participate in the development, delivery, and marketing of workshop topics in conjunction with the collective programs of the entire Client Resources division;
- Participate in intake assessment of clients and conduct in-depth assessment on clients needing case management services and support emergency services (fire, homeless placement) when needed;
- Provide information and referral and brief counselling services;
- Oversee the maintenance of accurate and detailed case records, documenting information in appropriate data bases to include Cornerstone, Counsellor MAX, Tracker; and any other software required,
- Maintain other tracking systems as necessary to complete reporting on grant deliverables;
- Facilitate subsequent meetings and follow up with case management client.

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- Ensure compliance with program rules and regulations & Code of Ethics for RCAP Counsellors and if need be, other staff;
- Maintain pro-rated case load for all in department including self;
- Establish effective working relationships with other service providers and RHN network providers to ensure consistent quality service delivery.

**Leadership & Outreach:**

- Conduct informational presentations to various groups either upon invitation or as required;
- Coordinate with others as needed to inform elected and/or appointed officials in the region to the work of the HCEC's;
- Participate at annual RHN Statehouse day

**Education Requirements:**

- Bachelor's Degree or equivalent, preferably in a management, human services or business administration field

**Experience Requirements:**

- Minimum of 5 years' experience in the provision of consumer education and human services or case management services, preferably with an affordable housing focus;
- At least 3 years' Supervisory/Management experience required
- Excellent written and verbal communication skills required;
- Bilingual Spanish strongly preferred
- Certification as Professional Housing Counsellor required;
- Relationships with lenders and knowledge of the lending filed preferred
- Demonstrated expertise to lead, identify needs, problem solve, collaborate with others and recommend solutions;
- Strong training & platform skills;
- Reliable transportation and a valid driver's license.

**Certifications or Licensures:**

- Completion of certification classes in topics relevant to counselling and workshop delivery.

**Working Conditions:**

- Typical Office environment.
- Additional evening hours when required.
- Some travel required throughout the region.

**Supervisory Responsibilities:**

- Housing Counsellors
- RAFT Specialists

**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:**

Send cover letter and resume to our Human Resources Department or Email: [HR@rcapsolutions.org](mailto:HR@rcapsolutions.org) or Fax: (978) 630-2751.

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