

Deputy Director of Counseling & Homeless Services – Worcester, MA

The Deputy Director of Counseling and Homeless Services will have both internal and external facing responsibilities, ranging from client and project management (business development, framing of key approaches, high-quality client delivery, written products), to administration (information technology, reporting, facilities), and human capital (HR/recruiting, mentoring, supervision, career progression). Furthermore, this position oversees the daily operations and productivity of the Housing Consumer Education Center, Residential Assistance for Families in Transition (RAFT), HomeBASE, SecureJobs and the EA Scattered Site Program that manage emergency shelter families, assists in homeless prevention and stabilization. In addition, will counsel, negotiate, or mediate solutions to housing issues including: tenant/landlord conflicts, housing search, fair housing, homeless prevention, shelter compliance, program terminations, evictions, negotiations, relocation etc., to facilitate a successful resolution where feasible and appropriate.

Essential Responsibilities:

- Represent RCAP Solutions Director of Counselling and Homeless Services in RHN or other industry-group conferences, professional associations, and other public venues, as required.
- Structure and lead teams to deliver outstanding client engagement and customer service.
- Build and maintain strong client relationships; exceptional relationship-builder.
- Share in knowledge dissemination, reporting, and communications.
- Direct and coordinate the activities of all Programs' staff to ensure compliance and adequate delivery of services to clients.
- Supervise RAFT, HomeBASE, SecureJobs and Scattered Site EA Shelter staff to ensure excellence in time management, program development, service delivery compliance, program evaluation, performance reviews, and training.
- Provide leadership for outreach efforts and work with other organizations, public and private, to ensure the success of all current and potential Programs.
- Understand regulatory and strategic plan compliance for Supportive Service Programs, along with internal and external reporting.
- Maintain thorough knowledge of current Programs' regulations and disseminate this information to clients and landlords and others as needed.
- Assume final responsibility for client files and all submitted documents/packets; including accuracy, completeness and timely submission of paperwork for RAFT approvals/ineligibility/termination, HomeBASE approval/termination and touchpoints and Safe Step required touchpoints.
- Assist the Director of Counselling and Homeless Services to coordinate new and ongoing activities with other RCAP Solutions' departments, as needed.
- Assist with client fair housing affirmative action and equal opportunity, including noting and reporting discrimination, providing information about civil rights, and providing referrals to the appropriate agency.
- Maintain a professional working relationship with clients, internal partners, municipal, state and federal agencies, as applicable: keep them advised of program operations, act as liaison on behalf of clients, tenants and/or landlords, and mediate the resolution of problem cases.
- Orient and train new program staff.
- Provide continual staff training and professional development.
- Maintain a caseload as needed by current contractual obligations.



Certifications or Licensures

- Master’s Degree or equivalent with a concentration in social work, urban studies, public health or equivalent. LCSW/LICSW/LMHC preferred.
- Valid Driver’s License and reliable transportation

Experience Requirements:

- Possess a functional operating knowledge of the DHCD Administrative Plan, the Massachusetts State Sanitary Code, HUD’S Housing Quality Standards and DHCD’S Housing Quality Requirements.
- 3+ years of supervisory experience in housing counselling, non-profit management or macro social work required. Bilingual in Spanish required.

Supervisory Responsibilities:

- Up to 8 case managers and 2 coordinators

Interested candidates, should submit a resume and cover letter to HR@rcapsolutions.org

Location –Worcester, MA

Grade Level: 19

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 or Fax: (978) 630-9651.