Rental Assistance Quality Assurance Specialist – Worcester, MA

The Rental Assistance Quality Assurance Specialist will be responsible to lead and manage the essential functions of regulatory compliance and ensure quality service delivery within the Rental Assistance programs administered by RCAP Solutions. This position will perform internal audits of RCAP Solutions' rental assistance programs; review files to ensure compliance with regulatory requirements, internal procedure, and report findings and recommendations to appropriate personnel, and provide essential and necessary training to reduce and eliminate repeated errors; oversee the accuracy and provide correction to data within the Tracker database; support and promote the RCAP Solutions Strategic Plan through development, implementation and achievement of departmental objectives as tied to the Plan.

Key Responsibilities

Quality Assurance:
• Perform ongoing quality assurance for all Client Resources areas to ensure consistently high standards of service and achievement of identified benchmarks on an ongoing basis. This person will be responsible to develop systems and procedures to monitor and supervise programs and projects within Client Resources according to the accountability and procedural guidelines established.

Audit Structure:
• Organization of corporate signatures, bank management signature and passwords.
• Review tool against current policies, procedures and goals.
• Review previous audits including internal, external and financial audits.
• Examine a random sampling of records, reports, files and other documentation for compliance with areas identified in the audit tool on an ongoing basis.
• Examine financial records to ensure compliance with areas identified in the audit tool.
• Document audit findings including strengths and areas of need, including functionally as well as in procedures and/or policies.
• Recommend actions to be taken to ensure compliance with the Director of Rental Assistance
• Serve as primary liaison for the annual DHCD SEMAP audit; interface with quarterly DHCD HQS audits in concert with the Supervisor of HQS; other audits as determined by the funding parties
• Identify root causes of errors and create procedures to prevent reoccurrence.
• Track trends in staff performance
• Regulatory Monitoring
• Direct and coordinate the activities of the staff to ensure compliance and adequate delivery of services to clients;
• Understand and execute the regulatory and strategic plan compliance of programs, using and ensuring completion of internal and external reporting, such as the oversight and delivery of those in the Reports Control Log.
• Maintain thorough knowledge of current program regulations and be responsible for dissemination of this information to staff, clients and landlords.
• Determine rent reasonableness for all submitted new units and requested rent increases
Staff Training and Orientation
• Supervise the needs assessment and delivery of staff training and orientation within the Rental Assistance team to ensure consistency of operations and quality of performance, including but not limited to; planning, program development, program evaluation, audit-related performance. Reviews and training.
• Link trends and overall staff performance to establish individual and group training needs. Administrative
• Preparation of supporting documents for program needs such as assessments, treatment plans, housing subsidy briefing materials, web conferencing, and other operational support.
• Establish Key Performance indicators for all Rental Assistance programs in collaboration with the Director of Rental Assistance.

Education and Experience
• Bachelor's Degree or equivalent experience directly related to the Housing Choice Voucher Programs.

Qualifications & Skills
• Possess a functional operating knowledge of DHCD's and HUD's standards and regulations, regulatory needs of other funders, PIC system, Tracker Database, and HUD's Housing Quality Standards.
• Experience administering Housing Choice Voucher programs and understanding of administrative needs within regulatory framework
• Strong written and verbal communication skills.
• Personable and able to interact with diverse colleagues and clients
• Proven ability to effectively manage and adapt to changing priorities.
• Ability to use, manage and train Client Resources staff on existing databases, such as Tracker.
• Proficiency in Excel, Word, and other computer programs.

Certifications or Licensures
• Valid Driver’s License and reliable transportation

Working Conditions
• Typical office setting

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

Location – Worcester, MA (40 hours) Grade Level: 16

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.