



Intake Coordinator

The Intake Coordinator is responsible for data entry and maintenance of the Rental Assistance Waiting Lists. The Intake Coordinator also determines and documents the current eligibility status of each applicant in accordance with DHCD and HUD regulations and establishes and maintains special programs (JRI, FUP, COC, RAD, VASH and DMR) applicants, according to program specific rules and regulations. Processes new applications conducts briefings for vouchers and issues vouchers.

Key Responsibilities

- Maintain the Rental Assistance Waiting Lists in an accurate manner including the timely entering of all client information onto the computer.
- Determine and document the current eligibility status of each applicant in accordance with DHCD and HUD regulations by gathering information and documentation to assess, calculate and verifying said information.
- Set-up and maintain special programs (JRI, FUP, COC, RAD, VASH and DMH) applicants, according to program specific rules and regulations.
- Serve as a liaison between the client, the landlord and other Client Resources' staff by tracking voucher expiration dates. Track receipt of Request for Tenecy Approval identify files which need to be transferred and provide written warning to client concerning voucher expirations.
- Provide back-up to RCAP Solutions general triage area.
- Performs applicant intake assessment to determine eligibility; Briefs clients on program rules and family responsibilities subsequently to eligibility determination.
- Ability to assist clients with disabilities in a variety of different ways depending on need
- Perform duties as may be assigned to aid the Rental Assistance department.

Education and Experience

- High school diploma or equivalent.
- Associates Degree Preferred

Qualifications & Skills

- Valid Drivers' License
- Nan McKay and/ or Quadel Certifications

Certifications or Licensures

- Valid Driver's License and reliable transportation

Working Conditions

- Typical office setting to include the ability to spend long hours sitting and using office equipment and computers
- Move regularly from sitting to standing position as well as frequently bend to file and maintain files.
- Ability to work on repetitive tasks and use fine motor skills to handle and control objects.
- Ability to use and earpiece or headphones.; Speak, listen and understand others.
- Occasionally lift 10 to 15 lbs.

Location –Worcester, MA

Grade Level: 15

191 May Street • Worcester, MA 01602
800.488.1969 • TTY 978.630.6754
Fax: 978.630.9651 • www.rcapsolutions.org



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) 630-9651.

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