



HCEC Housing Counseling Case Manager

RCAP Solutions' Housing Consumer Education Center (HCEC) is a state-funded program which assists families with limited income to avoid homelessness. The Housing Counseling and Stabilization Case Manager is directly accountable to provide housing counseling information and referrals, housing search, as well as direct stability support services to program participants of the HCEC and HomeBASE programs; in assisting with intakes, referrals, case management, workshops, and outreach and special projects. The housing counseling and stabilization worker will be responsible for one-on-one intakes, workshops and assessments of qualifying families and assess their needs for re-housing opportunities, housing search and placement. In addition, this position is responsible for all aspects of any additional duties and assignment as delegated by the supervisor.

Key Responsibilities:

HOUSING COUNSELING

- Provides intakes to individuals and families seeking to secure or obtain housing,
- Coordinates information and referral to state and local agencies that best meet participants needs,
- Provides brief counseling and financial education to participants seeking to improve their current housing situation due to a housing crisis,
- Assists participants seeking to obtain new housing with housing search.

CASE MANAGEMENT DUTIES

- Conducts comprehensive client assessments to collect, financial, employment, housing, educational, and health information as appropriate to develop a re-housing and stability plan.
- Conducts crisis intervention, as necessary.
- RCAP is commitment to providing a high level of customer service; case manager will be responsible to return calls in a timely manner and to provide a high level of customer support and services to individuals of the program as well as to staff members and walk-ins.

WORKSHOPS/OUTREACH/EDUCATION DUTIES

- Develops support systems to meet client needs by identifying and coordinating a variety of available services necessary to maintain independent living, self-sufficiency, and family stabilization.
- Make proper referrals for clients to available social service, educational and medical resources when appropriate.

DATA ENTRY ASSIGNMENTS

- Monitors and verifies services provided to each client on a daily/monthly/weekly basis, determining quality and effectiveness of services provided.
- Monitor and update web-based systems with client data updates (Cornerstone, Tracker, ETO)
- Manages caseload of clients and maintain case files.

TRAVEL

- Travel throughout Worcester County required for housing counseling and case management responsibilities



Education Requirements:

- Bachelor's Degree or equivalent, preferably in public health and human services or business administration field

Experience Requirements:

- Minimum of three years' experience in the providing case management services, preferably in a residential or outreach setting. Excellent written or oral communication skills. Reliable transportation and a valid driver's license. Some experience with assisting homeless families and domestic violence survivors preferred.
- Must be fluent in English and Spanish

Certifications or Licensures:

- Valid Driver's License

Working Conditions:

- Typical office setting with occasional light physical demands including driving to appointments.

Location – Worcester, MA

Grade: 15

Compensation and Benefits:

RCAP Solutions, Inc. offers an excellent compensation and benefits package, including health, dental, 403b, vacation, 14 paid holidays, STD/LTD, etc.

To Apply:

Interested candidates should submit a resume and cover letter to: HR@rcapsolutions.org or fax: (978) 630-9651