



Housing Quality Standards (HQS) Inspector

Under the supervision of the Director of Rental Assistance, the HQS Inspector is responsible for inspecting in a timely as required by Housing and Urban Development (HUD) and Department of Housing and Community Development (DHCD) Housing Choice Voucher Programs (HCVP) within the RCAP jurisdiction. The ideal candidate must be able to read, interpret, communicate, implement, and enforce rules and regulations of the HCV program as they relate to inspections. The HQS Inspector will be asked to perform more complicated assignments including running and reviewing reports and training staff in the field, as necessary. The HQS inspector will be required to complete inspections daily. Completion of inspection includes the timely processing of the necessary work relevant to documenting, required data entry, and notifying all parties, in writing, of the outcome of the inspections.

Responsibilities include, but are not limited to:

- Serves as field inspector to make inspections, at least annually, for all housing units in the program, contacting landlord to make necessary repairs within a specific length of time and making re-inspection of the units to assure compliance with program rules and regulations.
- Conducts initial, and re-inspections of housing for HQS violations and confers with individual property owner/managers and contractors regarding correcting violations and effecting required repairs.
- Ensures inspections are conducted timely and according to federal, state and agency regulations and guidelines.
- Responsible for grading unit prior to leasing to ensure appropriate quality and reasonableness of rent to be approved. Assist, when necessary, to determine rent reasonableness in compliance with HUD, DHCD and Agency policies and procedures.
- Conducts Lead-Based Paint Requirement (e.g., to make visual assessment of deteriorated paint surfaces) at annual and initial inspections; assuring housing meets requirements for children under age six.
- Investigates complaints (i.e., abandoned homes, conditions that are alleged to constitute a health or safety risk by the unlawful accumulation of debris, rubbish, trash, evidence of rodents, etc.) on/in assisted property.)
- Recommends abatement for failure to correct violations within a reasonable time period.
- Completes and passes HQS training and update coursework as required by DHCD and RCAP.

Required Knowledge, Skills, and Abilities:

- Knowledge of regulations and guidelines of HUD and DHCD programs. Knowledge of building construction materials, methods, and practices.
- Housing Quality Standards certified, or ability to be certified within reasonable time post hire.
- Maintain/update general knowledge of Federal, State, and local laws pertaining to the management of rental housing.
- Ability to inspect structures in a thorough and efficient manner and enforce regulations with firmness, tact, and impartiality.



- Ability to establish and maintain effective working relationships with co-workers, agency representatives, tenants, property owner/manager and the public.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

- **Client Service** – Response promptly to client needs; responds to request for service and assistance; meets commitments
- **Problem Solving** – Identifies and resolves problems in a timely manner; works well in group problem solving situations; uses reason even when dealing with emotional topics
- **Interpersonal Skills** – Listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things. Ability to seek help or de-escalate situations requiring sensitivity and calm.
- **Oral Communication** – Speaks clearly in positive or negative situations; listens and gets clarification; responds well to questions; participates in meetings.
- **Written Communication** – writes clearly and informatively; edits work for spelling and grammar; presents numerical data effectively; able to read and interpret written information.
- **Customer Service** – Always Demonstrate commitment to exceptional customer service.
- **Confidentiality** – Must maintain high level of interpersonal skills to handle sensitive and confidential situations. Position continually requires demonstrated discretion, tact, and diplomacy.
- **Diversity, Equity and Inclusion** – Shows respect and sensitivity for cultural differences, provides services based on DEI values.
- **Ethics** – Treats people with respect; keeps commitments; works with integrity and ethics; upholds organizational values.
- **Organizational Support** – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values.
- **Planning/Organizing** – Prioritize and plans work activities; uses time efficiently.
- **Professionalism** – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- **Safety and Security** – Observes safety and security procedures.
- **Adaptability** – Adapts to changes in the work environment; able to deal with frequent change, delays, or unexpected events.
- **Attendance/punctuality** – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- **Dependability** – follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; completes tasks on time or notifies appropriate person with an alternate plan.
- **Initiative** – Asks for and offers help when needed.



Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education and/or experience** – Associate degree or equivalent from two-year College or technical school; one to three years related experience and/or training; or equivalent combination of education and experience.
- **Experience** in housing codes enforcement, and/or a public health sanitation program is preferred.
- **Must pass a CORI.**
- **Language Skills** – Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively to individuals and groups.
- **Mathematical Skills** – ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- **Reasoning Ability** – Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- **Computer Skills** – to perform this job successfully, an individual should have intermediate knowledge of Microsoft Office software and the ability to effectively use industry specific database software.
- **Physical Demands** – The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and to talk or hear. The employee is frequently required to walk, stoop, bend, crouch and climb stairs. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.
- **Work environment** – the work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually quiet.

Location – Worcester, MA

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

To Apply:

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

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