



Intake Specialist

The Intake Specialist performs coordination of tasks related to the management of waiting lists, intake, and eligibility functions for the Department of Housing and Community Development (DHCD) and RCAP Solutions federal and state rental assistance programs. Carries out related work as required to support agency objectives in a team oriented working environment. Assists the intake team with all aspects of program management.

Responsibilities include, but are not limited to:

- Manages and reports on the status of applicants on the housing choice voucher waiting list.
- Maintain a filing system for both active and inactive applicant files.
- Responsible for efforts to screen applicants to determine eligibility and prepare for issuance and leasing to achieve target lease-up and utilization goals.
- Responsible for scheduling of eligibility interviews and process applications within time frames necessary to achieve target utilization rates.
- Verify reported income, assets, deductions, and other factors affecting eligibility as required by HUD and the Department of Housing and Community Development program regulations and RCAP policies and procedures.
- Run EIV reports to be in compliance with regulations.
- Conduct and educate all applicants on the full choice of housing options, eligibility requirements and services offered by RCAP.
- Refer applicants to other RCAP Housing support programs such as the Housing Consumer Education Center and Family Self Sufficiency Programs, as needed.
- Must accurately enter household data in software program(s) as required by DHCD and RCAP's policy and procedures.
- Be able to process all full applications in specified software programs as required.
- Prepares program files as applicants move to issuance, track progress of applicants housing search efforts, and process paperwork submitted for units to be leased in a timely manner.
- Coordinate with Inspection Services to ensure that units are inspected and processed in a timely manner.
- Educate new landlords on program requirement and regulations, answer any questions and concerns,
- Respond to applicant questions and concerns in a timely fashion.
- Compiles, prepares, and delivers reports as requested.
- Maintains verification forms in compliance with HUD and DHCD program regulations and standards.
- Copies and prepares all forms and literature needed to perform above tasks related to applicant eligibility screening.
- Provides quality and timely service to RCAP applicants, clients, property owners/managers and other community agencies, as needed.
- Attends regular meetings and trainings as required by the funding source and RCAP.



Competencies:

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

- **Customer Service** – Demonstrates customer friendly service and commitment to both internal and external customers (residents, voucher holders, vendors, visitors and RCAP employees). Promptly provides professional and courteous service as required.
- **Job Knowledge** – Clearly understands the duties and responsibilities of his or her position and is able to execute them efficiently and accurately.
- **Initiative** – Seeks new challenges and responsibilities. Actively works to remedy problems without having to be told by a peer or supervisor. Works well with minimal supervision.
- **Teamwork** – Willingly shares responsibility for work with co-workers, strives to accomplish team goals and objectives.
- **Adaptability** – Demonstrates flexibility in balancing job responsibilities and changes in the work environment. Open to new ideas and approaches.
- **Communication** – Demonstrates clear, effective verbal and written communication skills. Informs others of relevant information on a timely basis. Maintains on-going professional dialogue with others regarding business matters.
- **Dependability/Work Habits** – Understands the importance of timeliness and accuracy in the workplace; meets deadlines and uses time efficiently.
- **Safety/Security** – Follows safety rules and procedures. Properly secures confidential information per DHCD and RCAP policies and procedures.
- **Interpersonal** – Builds positive and productive relationships with co-workers, management, residents, voucher holders and compliance personnel. Maintains confidentiality and trust.
- **Problem Solving** – Assists in finding solutions concerning problems relating to the job, department or Agency.
- **Confidentiality** – Do not disclose applicant/voucher holder information to an unauthorized party including medical history, family status, financial information and all other personal information. All confidential files will be kept in a locked file and are inaccessible to anyone other than approved staff.
- Utilizes appropriate agency methods to access up to date documents, policies, procedures, forms, templates, etc.

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** – 2-3 years related experience and/or training working at a housing or social service agency or equivalent combination of education and training; Bachelor's degree preferred.



- **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. Ability to speak, read, and write in Spanish is very valuable.
- **Mathematical Skills** – Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- **Must pass a CORI**
- **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** – Must be proficient in Microsoft Office software including Outlook, Excel, and Word.
- **Certificates, Licenses, Registrations** – Must possess a valid Driver's license and be able to travel to various locations within the region as required.

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. 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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