



Program Representative

The Program Representative is responsible for a caseload of clients participating in a federal or state rental assistance program that we manage. Under the supervision of the Director of Rental Assistance the Program Representative ensures that program participants and owners receiving rental assistance comply with program requirements in accordance with all applicable state or federal regulatory requirements as well as RCAP's internal policies and procedures. They conduct this according to work RCAP's objectives, standards and supporting a team-oriented, healthy, and dynamic, work environment.

Responsibilities include, but are not limited to:

- The highest priority is completing annual re-examinations for an assigned caseload, ensuring un-interrupted housing assistance. Process includes but is not limited to notifying clients of scheduled meetings; interviewing clients (may require home visits); verifying all income, assets, and expenses; documenting the verification process; calculating subsidy amounts accurately and entering all pertinent data into the mandated software system; sending all required notifications to landlords and participants in a timely manner.
- Performs all essential duties required by the program funding source and by RCAP Solutions internal policies and procedures.
- Conducts orientation for new voucher holders, ensures proper documentation is completed and inputs confidential data into required secured systems.
- Verifies income and family composition eligibility for prospective program participants and documents files in accordance with federal/state requirements and RCAP administrative policies.
- Determines adjusted income, participant's share of rent and program subsidy levels using the income and assets third party verification process in accordance with Federal or State HUD and DHCD regulations, policies and RCAP's administrative policies.
- Processes interims income and family composition changes, contract rent increases, and move examinations
- Issues vouchers and conducts lease-ups; calculates estimated subsidy amounts and enters pertinent data into software; sends all required notifications to landlords and participants in a timely manner
- Processes timely housing assistance terminations according to established procedures.
- Maintains and documents communication with applicants, participants, and landlords relative to program administration
- Processes all incoming and outgoing PORTS and transfers to and from other non-profits or housing authorities
- Reviews monthly and quarterly EIV reports regarding new hires and deceased tenants.
- Reports program compliance issues such as violation family obligations evictions, income eligibility, and fraud to the program manager
- Scans all completed certifications to software systems
- Responsible for creating and maintaining documents/reports in approved and specify software program/s.
- Copies and maintains all forms and files needed to perform above tasks



- Refers clients to appropriate community resources for assistance
- Collaborates with community resource agencies and landlords to support clients with positive tenancy and sustained housing assistance.
- Coordinates job activities and appropriate agency personnel to assure continuity in meeting agency goals.
- Meets and cooperates with federal and state monitoring officials, auditors, and others, as required
- Increase knowledge by reviewing current industry notices and literature, attending seminars, training workshops and/or classes related to the work.

Required Knowledge, Skills, and Abilities:

- Excellent verbal and written communication skills with the ability to communicate with all residents, management, and peers. The ideal candidate must be able to effectively communicate with individuals from diverse backgrounds.
- Ability to maintain accuracy while meeting all deadlines; the ideal candidate must be detail-oriented and organized with the ability to prioritize; and attend/participate in meetings presenting a team player approach.
- Always demonstrated commitment to exceptional customer service.
- Must maintain high level of interpersonal skills to handle sensitive and confidential situations. Position continually requires demonstrated discretion, tact, and diplomacy.
- Work requires continual attention-to-detail in composing, typing, and proofing materials, establishing priorities and meeting deadlines
- Must be able to work in a fast-paced environment with demonstrated ability to deal with multiple competing tasks and demands.

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.
- **Cost Conscious/Fiscal Responsibility** – Awareness of the cost of products and services without expending more resources than budgeted.
- **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:** Bachelor's degree preferred. Associate degree or equivalent from two-year college or technical school with a minimum of 2-3 years (minimum) work experience in housing and/or working in social service agencies; or three years related experience and/or training; or equivalent combination of education and experience.
- **Computer Skills:** Must have exceptional knowledge of computer systems and databases, Microsoft Office software including Outlook, Excel, and Word.
- **Certification:** Must have or complete required Nan McKay or Quadel, HUD and/or DHCD required training for position and become certified within one year of hiring.
- Must pass a criminal background check in accordance with agency policy.
- Must possess a valid Driver's license and be able to travel to various locations within the region as needed.
- **Preference given to:** Candidates with multilingual skills (verbal and written). We are looking for candidates that speak and write English and at least one other language including Spanish preferred.



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 position, 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 10-15 pounds. Specific vision abilities required by this position 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.

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