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February 2024

Issue #5

Dear friends,

We're proud to present the fifth edition of *Synergy*, our quarterly newsletter about our organizational culture and recruitment efforts. As a reminder, this publication is released to compliment [The Community Connection](#), which focuses on updates regarding our programs and services.

As we pave the path forward in the new year, we "look-back" at the past quarter's successes, including a reflection on many of the events and outreach initiatives that RCAP Solutions was involved with during 2023. In addition, we are welcoming a Fellow as part of the Economic Recovery Corps (ERC) Fellowship program – who will assist in administering our [Community Facilities Program](#) and helping rural communities leverage funding for essential public facility projects.

As always, we hope you'll enjoying learning about our organization and the people who are a part of it. If you're looking to start a new career and want to join a caring and supportive community focused on a brighter future, we may be the employer for you!

Sincerely,

Brian D. Scales, President & CEO

RCAP Solutions

SYNERGY SPOTLIGHT

Meet Jahaira Gonzalez, Deputy Director of Financial Services

Jahaira Gonzalez, Deputy Director of Financial Services, first joined RCAP Solutions in 2013.

Jahaira Gonzalez is a shining example of a successful, career-driven professional who shattered through the glass ceiling.

Jahaira attributes her success to the fact that she's been in the same situation as many of the families we serve, describing the struggles during the early days of her career, "I know what the clients go through. I had no vehicle, so I had to improvise. I had to take the bus or walk with my daughter who at that

time was just a baby, it was hard. Striving to meet your goals can be difficult, but with determination and perseverance you can achieve success."

In her role, Jahaira has become a strong mentor, encouraging her team to take advantage of the benefits that RCAP Solutions offers, including our many education and training offerings. She is a committed advocate and promotes the many opportunities for advancement within the organization.

[Full Article](#)

ADMINISTRATIVE UPDATES

"Look-Back" on Our 2023 Events and Community Outreach

Here's a little "look-back" on many of the events and outreach initiatives that RCAP Solutions was involved with during 2023!

We're grateful for our incredible team, board members, partners, and supporters for their unwavering dedication.

Together, we've empowered countless communities, individuals, and families with access to quality services. Here's to making an even bigger impact in 2024!

[Click here](#) to view the full-sized collage. ☐ ☐

Press Release - RCAP Solutions Selected in Inaugural Economic Recovery Corps to Drive Sustainable Economic Growth in Rural Communities

[Click here](#) to learn more
about our ERC Fellow, Elyse
Oliver, and the project she'll
be working on!

Excited to announce
RCAP Solutions is a host
site for the first cohort of
the Economic Recovery
Corps (ERC)!

As an ERC Host Site, we
will have a dedicated
ERC Fellow, [Elyse Oliver](#),
working on a
transformative project in
Maine, Massachusetts,
and Vermont related to
challenges faced by rural
communities regarding
infrastructure
development and

economic sustainability. The project aims to shift the narrative in rural communities, identifying opportunities for local capacity growth, fostering thriving small businesses, and promoting sustainable economic development.

This initiative is part of a collaboration between the U.S. Economic Development Administration (EDA) and the International Economic Development Council (IEDC)!

[Full Press Release](#)

Feeling the Love this Valentine's Day! ♥

Happy Valentine's Day from everyone at RCAP Solutions!

On February 14, RCAP Solutions hosted a Valentine's Day Lunch at our Worcester headquarters office!

Food was catered and our incredible staff

brought delicious
desserts & sweet treats
to enjoy.

The event concluded
with a Yankee Swap,
team bonding, and great
company! ♥ ☐ ☐

[View the Photos](#)

Watch Our Video - Why RCAP Solutions is an Employer of Choice

*We're asking our staff
[#WhyRCAPSolutions](#) is their
employer of choice!*

Meet Cody, Maintenance
Technician for Atwood
Acres and Townsend
Woods – two of our
affordable senior housing
complexes located in
Townsend,
Massachusetts. Cody
discusses the family-like
atmosphere within the
maintenance
department.

Our team is growing and
we're in search of
talented individuals who
have a passion for

serving individuals,
families, and their
communities.

[Watch the Video](#)

RCAP Solutions Offers Excellent Benefits and Professional Development Opportunities

At RCAP Solutions, our work is defined by an unmatched commitment – not only to our customers, but also our employees. We are proud of the excellence we achieve and the employees who make it possible. Offering leading employee benefits is a central tenant that guides our operations. These are just some of the benefits are available to full-time employees who work 30 or more hours a week:

- * Medical, vision, and dental insurance
- * 403(b) retirement plan
- * STD/LTD coverage
- * Free life insurance
- * 14 paid holidays

In addition, a career at RCAP Solutions opens the door to many opportunities – you'll achieve your professional goals while making a difference in the community!

CURRENT AVAILABLE POSITIONS

Available Positions - Housing Resources

*RCAP Solutions provides
a wide range of housing
counseling and financial
services to landlords,*

*tenants, homebuyers,
and homeowners
throughout Central
Massachusetts.
Furthermore, we
administer various
rental voucher programs
and manage several
affordable apartment
complexes. **If you want
to ensure safe housing
for moderate and low-
income families and
provide them with
opportunities for
personal growth, we
may have the career
for you!***

Economic Mobility Referral Specialist - Worcester, MA

- * Under the guidance and direction of the Deputy Director of Inspection and Special Services, the Economic Mobility Referral Specialist is the point person between the partnership with MassHire and RCAP Solutions. This position is responsible for recruitment, referral, and support enrollment of interested Section 8 Housing Choice Voucher participants who would like to further explore education and employment opportunities to enhance their financial well-clients. For full position description, [click here](#).

Maintenance Technician - Central Massachusetts

- * Would you like to be a part of a team that assists residents in community housing for seniors, individuals with mobility impairment, and families with their home maintenance? In this position, you would maintain the physical integrity of our affordable housing properties. This involves ensuring a safe, secure, and comfortable living environment for residents, visitors and staff at all times. The Maintenance Technician is required to be on-call after RCAP business hours and to respond and resolve emergencies. For full

position description, [click here](#).

Program Assistant - Worcester, MA

- * Are you seeking an entry-level administrative position in our housing team with opportunity for growth? Do you have customer service and problem solving skills? In this role, you would assist the Program Representatives in the rental assistance department, supporting agency objectives in a team-oriented learning environment. For full position description, [click here](#).
-

Program Representative - Worcester, MA

- * In this role, you'll help to ensure participants in our Subsidized Housing Programs – including the Section 8 Housing Choice Voucher (HCV) Program – remain safely housed! The Program Representative ensures that HCV Program participants and landlords receiving rental assistance comply with program requirements in accordance with all applicable state or federal regulatory requirements as well as RCAP Solutions' internal policies and procedures. For full position description, [click here](#).
-

Property Manager (Hubbardston House Apartments) - Hubbardston, MA

- * Do you have strong customer service skills, attention to detail, and enjoy working people? In this position, you will provide quality service to our residents and our communities; effectively market and monitor the physical apartment community, its residents, and meet the financial objectives of the Property Owner and Management Agent, as well as maintain all applicable outside agency standards and requirements. The Property Manager is required to be on-call after RCAP Solutions business hours and to respond to and resolve emergencies. For full position description, [click here](#).

Resident Service Coordinator (Hubbardston House Apartments & New Horizons Apartments) - Hubbardston, MA & Worcester, MA

- * Do you have a passion for helping others? Would you like to enhance the quality of life for seniors and individuals with mobility impairment, by providing education and access to benefits and services, empowering them to remain independent and self-reliant in their homes? In this role, you would act as a link between residents and outside service providers and agencies, and make referrals as needed and permitted by residents to enhance their physical, financial, social, and mental wellbeing. For full position description, [click here](#).

SNO Mass Mobility Specialist - Worcester, MA

- * The SNO Mass Mobility Specialist will assist families enrolled in the Supporting Neighborhood Opportunity in Massachusetts (SNO Mass) Program. SNO Mass is a housing mobility program that supports low-income families with Housing Choice Vouchers in moving to areas of higher opportunity – neighborhoods that offer strong schools, safe environments, and economic opportunities for residents. SNO Mass is designed to help reduce the barriers families often face in finding housing and moving to higher opportunity areas. For full position description, [click here](#).

Available Positions - Community & Environmental Resources

*RCAP Solutions supports
rural communities with
technical assistance to
address their drinking
water, wastewater, solid
waste, and other*

*economic development needs. We provide such services in all six New England states, New York, New Jersey, Pennsylvania, Puerto Rico, and the U.S. Virgin Islands. **If you are passionate about clean water, public health, and the environment, we may have the career for you!***

Community Specialist - Maine

- * Do you want to help rural communities thrive and ensure their access to clean drinking water and sanitary wastewater disposal? This position will be responsible for providing services under the EPA Safe Drinking Water Act, the Clean Water Act, along with the Training and Technical Assistance Program for small public water systems and private wells to achieve and maintain compliance with federal and local regulations, as well as administer training and technical assistance for small publicly owned water and wastewater systems and individual well owners to maintain and prove water quality as necessary. The Community Specialist will work with a variety of small systems operators, board members, community leaders and homeowners. For full position description, [click here](#).

Community Specialist - Massachusetts

- * Do you want to help rural communities thrive and ensure their access to clean drinking water and sanitary wastewater disposal? This position will be responsible for providing services under the EPA Safe Drinking Water Act, the Clean Water Act, along with the Training and Technical Assistance Program for small public water systems and private wells to achieve and maintain compliance with federal and local regulations, as well as administer training and technical assistance for small publicly owned water and wastewater systems and individual well owners to maintain and prove

water quality as necessary. The Community Specialist will work with a variety of small systems operators, board members, community leaders and homeowners. For full position description, [click here](#).

Community Specialist - Pennsylvania

- * Do you want to help rural communities thrive and ensure their access to clean drinking water and sanitary wastewater disposal? This position will be responsible for providing services under the EPA Safe Drinking Water Act, the Clean Water Act, along with the Training and Technical Assistance Program for small public water systems and private wells to achieve and maintain compliance with federal and local regulations, as well as administer training and technical assistance for small publicly owned water and wastewater systems and individual well owners to maintain and prove water quality as necessary. The Community Specialist will work with a variety of small systems operators, board members, community leaders and homeowners. For full position description, [click here](#).
-

State Manager - New Jersey

- * Are you passionate about public health and have experience in community development and management? In this position, you will support the organization's goals and objectives by overseeing and/or providing guidance and participation on all programmatic activities in the assigned state(s); acting as the primary liaison to the appropriate state primacy agencies and funding officials; and providing direct technical assistance and training to rural communities and small water and wastewater systems in the assigned areas of responsibility. For full position description, [click here](#).
-

Available Positions - Administrative

RCAP Solutions' administrative team plays a pivotal role in ensuring our day-to-day operations run smoothly.

*These team members help the organization thrive in its efforts to make a difference in the lives of individuals, families, and their communities. **If you want to join a group of caring professionals who support one another, we may have the career for you!***

Contracts & Compliance Manager - Worcester, MA

- * The Contracts & Compliance Manager will direct all federal, state, local and cooperative grants, contracts, outcomes and compliance activities throughout the organization for all entities to ensure positive outcomes/deliverables are on a timely basis. They will act as a lead on all start-ups and interim reporting, assist with research and strategic planning, public policy, and network integration primarily with the national RCAP and RHN Networks. They will ensure proper dashboard reporting to the Executive Team, Board of Directors and Program staff on a regular and consistent basis. For full position description, [click here](#).

Payroll Coordinator - Worcester, MA

- * Do you have payroll experience working in a fast-paced environment? In this role, you would be responsible for all aspects of payroll and for providing support to the accounting department. The Payroll Coordinator works closely with Human Resources to ensure changes in payroll, benefits, etc. are captured and recorded properly. For full position

description, [click here](#).

Apply Today!

[Full List of Available Positions](#)

If you are interested in one of the career opportunities listed above, please submit your resume and cover letter to our Human Resources Department via email: HR@rcapsolutions.org

RCAP Solutions is an equal opportunity provider and employer and does not discriminate against qualified individuals with disabilities.

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