

From "RCAP Solutions"
<mail@networkforgood.com>
To buildmaint@doverma.org
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Subject Synergy Newsletter – July 2023

July 2023

Issue #3

Dear friends,

It's that time of the year when the days get longer, the sun shines brighter, and the possibilities feel endless. We're proud to present the third 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.

These past few months, we've expanded our employees' opportunities for personal and professional growth by encouraging community involvement, networking events, training, and employee appreciation recognition and events – you can read more about these endeavors and more below.

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 Rebekah Novak, Community Specialist

Rebekah Novak, Community Specialist, has been employed with RCAP Solutions since 2019.

Rebekah Novak is her name and wastewater is her game, among several other skills and subject interests. Rebekah has a versatile background; she's worked in several municipal surveying, engineering, and wastewater operations roles - making her an extremely valuable addition to the Community & Environmental Resources team at RCAP Solutions.

She began her career as an intern for the city of New Bedford, Massachusetts'

engineering department, eventually becoming a full-time employee and earning the title of Municipal Surveyor. During her time with the city of New Bedford, Rebekah was responsible for transferring paper maps into digital GIS (Geographic Information System) versions. She also worked in the field overseeing road reconstruction and improvement projects.

[Full Article](#)

ADMINISTRATIVE UPDATES

Staff Training Focuses on De-Escalation Techniques

At RCAP Solutions, our work is defined by an unmatched commitment - not only to our customers, but also our employees.

In May, RCAP Solutions staff participated in a de-escalation training held at our Worcester headquarters office.

We learned to practice verbal and non-verbal

de-escalation techniques designed to maintain workplace safety, professionalism, and respect. Thank you to Jean Haertl, who facilitated this interactive and instrumental event!

The day concluded with food trucks, 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 John, Vermont State Manager, who oversees our environmental programs in The Green Mountain State! John talks about the intrinsic value of his work and the collaborative atmosphere that our team fosters.

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 Launches New Website

Check out our new website!

RCAP Solutions is proud to announce the launch of our new website!

Our organization is dedicated to providing the highest level of quality to our constituents. By updating our website, www.rcapsolutions.org, we offer a fresh new look, improved navigation, and high functionality.

Visitors will benefit from easily accessible information on a variety of programs and services including links to important resources, access to necessary applications, calendars for

upcoming trainings,
dedicated pages for the 11
states and territories
within our service area.

[Check it Out](#)

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!***

HCEC Generalist/Housing Search Specialist - Worcester, MA

- * Are you passionate about helping families with limited income to avoid homelessness and improve their situation? In this role, you will provide housing searches, referrals and other stability services to clients and future clients seeking assistance. The HCEC Generalist will be responsible for one-on-one intakes, comprehensive assessments, and on-going case management. 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](#).
-

Property Manager - Groton, MA

- * The primary role of the Property Manager is to 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](#).
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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!***

State Manager - Pennsylvania

- * 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](#).

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](#).
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Community Specialist - New Jersey

- * 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](#).
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Regional Director - PA, NY, NJ

- * The Regional Director will focus on the broader spectrum of activities needed to plan, implement, and achieve the RCAP Solutions and RCAP program goals that have been established for the specific region assigned. The Regional Director will also take the leadership as an agency

and RCAP network representative and advisor, trainer to and mediator between high-level staff in regional, state, federal, and public policy organizations. As an advocate for rural communities, the Regional Director will initiate partnerships with the appropriate rural development organizations to ensure that the rural sector has access to the resources necessary to resolve environmental infrastructure and related rural development issues and problems. 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!

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.

RCAP Solutions, Inc. | 191 May St. Worcester, MA 01602 | 800.488.1969 |
www.rcapsolutions.org

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