

From "RCAP Solutions"
<mail@networkforgood.com>
To buildmaint@doverma.org
Date 2024-05-08 14:30:39+00:00
Subject Synergy Newsletter – May 2024
Attachments RCAP-Join-Our-Team-Flyer-2024.05.pdf

May 2024

Issue #6

Dear friends,

We're proud to present the sixth 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.

This past quarter, we've been hard at work furthering our organizational development efforts. In April, we held an in-person Career Fair at our Worcester headquarters office. We sincerely thank all the job seekers who stopped by to learn about our many available positions.

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 Juan Campos Collazo, Community Specialist

Juan Campos Collazo, Community Specialist, first joined RCAP Solutions in 2002.

Juan Campos Callazo has been with RCAP Solutions since 2002, making him one of the most senior employees at the organization. But it's not just Juan's seniority that makes him an extremely valuable addition to our Community & Environmental Resources division; it's his unyielding dedication to serving rural communities in Puerto Rico and the U.S. Virgin Islands – steadfast, for over 22 years.

Juan truly finds fulfilment from his work, mainly

because he is able to make a difference for people and their communities, ensuring they have safe drinking water and sanitary wastewater disposal. He noted, "I care first about people, which is why I decided to become an engineer and make a difference. I consider myself as an instrument to improve the quality of life of other people and feel that I am fulfilling my life too at another level. For me, respect and responsibility are important values and my performance as a professional and as a human being is based on both."

Juan truly took his commitment to the next level when he became ordained as a Deacon in December 2023. This process, which took 4 years of studious work to complete, began when he was nominated by his parish that he is so deeply involved with.

ADMINISTRATIVE UPDATES

Our Very Own Dominique Lee, Data Systems Manager, Recognized with "Action Hero Award" by the Worcester Community Action Council (WCAC)

Dom accepts the award from WCAC leadership staff and board members.

Congratulations to our very own Dominique Lee, Data Systems Manager, who was recently recognized with the "Action Hero Award" from the [Worcester Community Action Council \(WCAC\)](#) during their Annual Resiliency Awards ceremony!

This award was given to Dom to acknowledge his exceptional efforts to assist WCAC's anti-poverty mission and for his unwavering dedication to supporting the Central Massachusetts community.

In his previous position at RCAP Solutions, Dom

was responsible for overseeing the collaboration between RCAP and several community-based organizations (CBOs) that we're proud to be partnering with to bring [RAFT application assistance](#) to families throughout Central Massachusetts.

[View the Photos](#)

Thank You to Everyone Who Attended Our Career Fair to Learn More About Our Many Employment Opportunities

RCAP Solutions staff members pose for a photo at our Career Fair!

Thank you to everyone who attended our Career Fair in April to learn more about RCAP Solutions and our many employment opportunities! It was a successful event and our Human Resources department will be reaching out to candidates who

participated shortly.

If you could not attend,
we encourage you to
check out our full list of
available positions, [here](#).

Interested individuals
should submit their
resume and cover letter
to

HR@rcapsolutions.org

[View the Photos](#)

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

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

Don't just take our word
for it – hear directly from
our staff about why RCAP
Solutions is their
employer of choice!

Our belief in potential
extends from the people
we work with, to the
team we work alongside,
to ourselves as drivers of
a brighter future. Our
organizational culture
inspires all members to

embrace opportunities to develop and flourish in achieving value-driven goals. Our team includes big-picture thinkers, positive outlookers, flexible operators, and compassionate advocates. Through our backgrounds, skills, and diverse perspectives, we are brought together by our dedication to a better world.

[Watch the Videos](#)

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 with company contribution and match
 - * Free short-term/long-term disability insurance coverage
 - * Free life insurance
 - * Health Savings Account (HSA) and Flexible Spending Account (FSA)
- Offerings
- * 14 paid holidays
 - * Your birthday is an additional paid holiday (after 2 years of service)
 - * And more!

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!***

Housing Consumer Education Center (HCEC) Triage Associate - Worcester, MA

- * RCAP Solutions' Housing Consumer Education Center (HCEC) is a state-funded program which assists families with limited income to avoid homelessness and improve their situation. The HCEC Triage Staff are directly responsible for carrying out an initial assessment of client needs

and providing support to clients as well as the department staff. The Triage Staff are the first point of contact for clients reaching out to both the HCEC and Residential Assistance for Families in Transition (RAFT) Departments. In addition, this position is responsible for all aspects of any additional duties and assignments as delegated by the supervisor. For full position description, [click here](#).

HUD-Certified Housing Counselor - Worcester, MA

- * The Housing Counseling and Search Specialist is responsible for assisting clients with a wide range of housing issues including but not limited to: tenant issues, landlord issues, apartment/housing search, homeownership including first-time homebuying and post-purchase counseling. The Housing Counseling and Search Specialist for HCEC will be responsible for providing information and referral services, brief counseling and in some cases more in-depth counseling in the following areas: family budget and financial fitness, tenant rights and responsibilities, homeownership obligations and responsibilities, landlord obligations under Massachusetts law and best practices and intense housing search advocacy. 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](#).
-

Property Manager (Groton Commons) - Groton, 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](#).
-

RAFT Program Specialist - Worcester, MA

- * RCAP Solutions is currently seeking a qualified individual to join our team as the RAFT (Residential Assistance for Families in Transition) Program Specialist at our Client Resources Office in Worcester, MA. The position will be our front-line contact person for clients that may be eligible for the RAFT Program. The RAFT Program Specialist is responsible for assisting clients to access RAFT funds and then to manage the distribution of those funds. The case management will require knowledge on a wide range of housing issues including but not limited to tenant and landlord issues, homelessness prevention, apartment search and tenancy preservation. For full position description, [click here](#).
-

RAFT Program Quality Control Specialist - Worcester, MA

- * The Quality Control Specialist & RAFT CBO Coordinator will have both internal and external facing responsibilities, ranging from internal control surrounding the RAFT bi-weekly check processing, reviewing pending payment reports, processing recoupment letters (acting as a liaison between RAFT management and landlords for the purpose of recouping funds), internal audit of client files, report building and workflow for RAFT through the E2E system, providing guidance and support for CBOs (business development, framing of key approaches, high-quality client delivery, monthly reporting, monthly site visits), compliance coordinating (quality control monitoring, addressing flagged discrepancies and providing

resolutions in required database), an administration (information technology, reporting and report building), and human capital (mentoring, supervision, program progression). For full position description, [click here](#).

Resident Service Coordinator (Bolton Country Manor & Groton Commons) - Bolton, MA & Groton, 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](#).
-

Section 8 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](#).
-

Section 8 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](#).

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](#).
-

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!***

Human Resources Generalist - Worcester, MA

- * Under the supervision of the Human Resources Manager, the Human Resources Generalist will assist with the talent acquisition efforts at RCAP Solutions, along with providing guidance and solutions on human resources operational activities. In addition, the Human Resources Generalist will play a vital role in sourcing attracting and retaining talent while supporting a strong team culture. The Human Resources Generalist serves as contact for employees and answer questions regarding HR policies and procedures. 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.

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

STAY CONNECTED

[Donate](#) | [Unsubscribe](#)

Sent by RCAP Solutions, Inc.