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April 2023

Issue #2

Dear friends,

Spring is here, and with it comes another 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. We held an instrumental meeting with our senior staff which laid the groundwork for an eventual strategic plan – you can read more about this 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 Jeysa Nortey, Senior Property Manager

Jeysa Nortey, Senior Property Manager, has been employed with RCAP Solutions since 2015.

Jeysa Nortey has a diverse background; her experience in the medical field, human services, and even interior designing (her now public "hidden talent") has positioned her to excel throughout her career, including in her current role as Senior Property Manager at RCAP Solutions. Working primarily with older adults, Jeysa's versatility has proven to be an asset for the residents at our affordable housing properties as well as her colleagues.

Born in Puerto Rico, Jeysa moved to

Worcester,
Massachusetts when she
was just two months old.
Jeysa has always been
family-driven, she
spends most of her free
time with her husband,
children, cats, and dog
named "Ashy", a
Maltese-Chihuahua mix.
Jeysa has a passion for
interior design,
embracing many styles
and making the simplest
of spaces come alive – a
talent that comes in
handy when decorating
our properties during the
holidays.

[Full Article](#)

ADMINISTRATIVE UPDATES

Strategic Planning Meeting Was the First Step in Preparing for the Organization's Future

*RCAP Solutions' senior staff
met to discuss how we can
innovate our operations.*

In March, RCAP Solutions' senior staff got together to collaborate and share ideas on how to further our organization and position it for continued

success.

We discussed both internal and external challenges, successes, and opportunities, which laid the groundwork for an eventual strategic plan.

It was instrumental to have representatives from all departments within the organization participate in this important discussion – preparing us to innovate how we operate!

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

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

Meet Madison, Coalition Manager, who oversees our [Coalition for Safe Drinking Water](#) in Massachusetts. Madison describes our organizational culture as

"collegial" and talks about how our team is like a group of good friends!

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 - 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 - 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 - Maine

- * 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](#).
-

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](#).
-

State Manager - Rhode Island

- * 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 - 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](#).

HomeBASE & Secure Jobs Case Manager - Worcester, MA

- * Do you want to assist people facing homelessness and help them achieve stable housing and sustainable employment? The HomeBASE & Secure Jobs Case Manager is responsible for providing re-housing and stabilization case management services to participants in the HomeBASE program. The HomeBASE & Secure Jobs Case Manager is responsible for intakes and assessments of qualifying families as well as assessing their needs for re-housing and sustainable employment opportunities. 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

- * Are you an effective multitasker with communication, collaboration and customer service skills who enjoys new challenges and responsibilities? Do you have an interest in working with clients to support their ongoing housing needs? In this position you would ensure that program participants and property owners receiving rental assistance comply with program requirements in accordance with state or federal requirements as well as organizational policies and procedures. For full position description, [click here](#).

Resident Service Coordinator - Townsend, 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](#).

Available Positions - Corporate

RCAP Solutions' corporate 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.*

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