

From "RCAP Solutions"
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February 2023

Issue #1

Dear friends,

Welcome to the first edition of *Synergy*, a quarterly newsletter about our organizational culture and recruitment efforts. This publication will be released to compliment [The Community Connection](#), which focuses on updates regarding our programs and services.

"Synergy" is broadly defined as a "combined action or operation". It is the combined efforts of our diverse team of professional and positive individuals, brought together by our dedication to a better world, that allows RCAP Solutions to thrive.

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 Pat Byrnes, Development Advisor

Pat Byrnes, Development Advisor, has been employed with RCAP Solutions since late 2019.

The name Pat Byrnes is well-known throughout the Massachusetts affordable housing industry, and for good reason. Throughout her extremely tenured career, Pat has worked for many organizations throughout the Commonwealth, including the Springfield Redevelopment Authority, MassHousing, the Department of Housing and Community Development (DHCD), the Regional Housing Network of Massachusetts (RHN), and most recently, RCAP Solutions.

Born into a family who immigrated from Italy, Pat grew up in Springfield, Massachusetts. Although

she has worked in other states on both the east and west coasts, Western Massachusetts has always been her home. Pat's very first job was working in retail at a children's clothing store while in high school. This sparked her love of retail, leading to an executive training opportunity with Filene's, which, she explained, "set my career on fire."

[Full Story](#)

ADMINISTRATIVE UPDATES

RCAP Solutions Spreads Holiday Cheer Throughout the Community

Food pantry donations being dropped off by the RCAP Solutions staff.

In December, members of our housing team came together to collect and donate food and non-perishables for the food pantry at the Boys & Girls Club of Worcester. These items will make the holidays brighter for those in need!

In addition, RCAP Solutions held an "Adopt a Child for the Holidays" program. Our

team donated and wrapped gifts for children at Cottage Street Apartments, one of our affordable family housing complexes located in Athol, Massachusetts! **In total, 25 children received gifts for the holidays and the program was a great success.**

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

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

Meet Lindsey, Deputy Director of Housing Counseling, who discusses the advancement opportunities at RCAP Solutions and her advice for those who may be considering a career with us.

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!***

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](#).
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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](#).
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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](#).

Mobility Program Coordinator - Worcester, MA

- * Are you interested in helping low-income families with Housing Choice Vouchers to move to areas of higher opportunity, including neighborhoods that offer strong schools, safe environments, and economic opportunities for residents? In this role, you would work in the SNO Mass program, to help reduce the barriers families often face in finding housing and moving to higher opportunity areas. Other services include mobility counseling and housing search support for households, financial assistance with security deposits and realtor fees, higher payment standards and enhanced support for landlords in qualifying areas, and post-move support for participating households. For full position description, [click here](#).
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Mobility Specialist - Worcester, MA

- * Are you interested in helping low-income families with Housing Choice Vouchers to move to areas of higher opportunity, including neighborhoods that offer strong schools, safe environments, and economic opportunities for residents? In this role, you would work in the SNO Mass program, to help reduce the barriers families often face in finding housing and moving to higher opportunity areas. Other services include mobility counseling and housing search support for households, financial assistance with security deposits and realtor fees, higher payment standards and enhanced support for landlords in qualifying areas, and post-move support for participating households. For full position description, [click here](#).
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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](#).
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Property Manager - Athol, 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](#).
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Resident Service Coordinator - Worcester, MA & Hubbardston, 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](#).

Senior 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 be responsible for day-to-day maintenance repairs, preventative maintenance, work with vendors, property managers and owners to maintain the functionality of the assigned RCAP Solutions managed properties. This position is required to be on-call after RCAP Solutions business hours and to respond and resolve emergency situations. 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!

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](#).
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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](#).
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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 - 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](#).

Senior Accountant - Worcester, MA

- * Do you have accounting experience and want to manage members of a great team? In this role, you would be responsible for accounts payable and accounts receivable approval and oversight. You would also oversee cash management and monitoring of all property bank accounts, maintain

general ledgers and subsidiary journals related to one or more funds through trial balance. For full position description, [click here](#).

Staff Accountant - Worcester, MA

- * Are you a highly motivated and detail oriented individual with accounting experience? In this position, you would maintain general ledgers and subsidiary journals related to one or more funds through trial balance. You would be responsible for rental assistance billing, cash management, and other monthly accounting processes and support accounting and compliance related projects. For full position description, [click here](#).
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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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