



## **Director of Counseling & Homeless Services – Worcester, MA**

**RCAP Solutions is currently seeking a qualified individual to join our Client Resources Team.**

The Director of Counseling & Homeless Services will be responsible for the day to day program operations, management, staff supervision, and reporting for the RAFT, HCEC, HOME BASE, hotel and stabilization programs, Safe Step EA Shelter, domestic violence survivor programs, and any other shelter/homeless/homelessness prevention program offered through RCAP Solutions. Depending on funding availability the Director of Counseling & Homeless Services may also function as a Project Manager of a small program while overseeing other programs. The Director of Counseling & Homeless Services will directly supervise the line staff (case managers/workers, housing search, and any project managers or coordinators of the programs as well as the responsibilities listed below.

### **Key Responsibilities**

- Perform administrative, managerial and supervisory tasks as a member of the Agency’s management team including planning, program development, program evaluation and training.
- Supervision of all case management and project management staff
- Attend required trainings, webinars, seminars, and acquire certifications as required by funders and RCAP. Ensure all staff receives required training and certification required by funders.
- Prepare and submit all program reporting (internal & external) on time monthly, quarterly, & annually as required by funders and RCAP
- Coordinate with other external agencies/organizations and internal departments which contribute to the success of the programs. Attend local, state, funder and other meetings as required to represent RCAP
- Available 24/7 for supervision for crisis management as needed and required by program.
- Supervision and support for all case management and project management staff and volunteers.
- Adhere to, understand, implement, and is responsible for all regulatory compliance for all programs managed within the scope of supportive services
- Responsible for designing, planning, implementing and monitoring all projects in conjunction with the EVP
- Develop and monitor work plans, safety plans, any other policies required
- Secure affordable and appropriate units for the scattered site shelter programs; monitor leasing
- Ongoing monitoring and analysis of production, quality, resource allocation, expenditures and other factors used to monitor project success in meeting goals and outcomes and notifying management and funders as required.
- Responsible for the budget and the financial management of the projects

### **Education and Experience**

- Four (4) year of college degree preferably in a human services, social work or counselling field. Prefer Master’s level clinical degree and licensing; Bilingual Spanish preferred

### **Qualifications & Skills**

- Five or more years’ experience directing or managing complex client centered service programs preferably including licensed clinical staff.

205 School Street • Gardner, MA 01440  
1.800.488.1969 • TTY: 978.630.6754  
FAX: 978.630.2751 • [www.rcapsolutions.org](http://www.rcapsolutions.org)



- Leadership capacity in collegial setting with ability to be a team player as well as train staff and communicate effectively with management team, peers, and line staff.
- Prior supervisory experience required.
- Must be an active listener; demonstrate critical thinking skills, social perceptiveness, oral communication skills, complex solving problem skills, writing skills, as well as exercise excellent judgement and decision making skills
- Knowledge of homelessness services, the culture of poverty and its underlying root causes, domestic violence & sheltering practices, philosophies, services, & case management
- Cultural and diversity sensitivity required
- Ability to deliver services with sensitivity and empathy to client needs
- Ability to develop & maintain relationships with community partners
- Knowledge of human service delivery system in Worcester County and housing services preferred
- Knowledge of legal issues that may confront the service population
- Appropriate clinical licensure in good standing in counselling, social work, or other closely related field strongly preferred or ability to obtain licensure
- Availability for 24/7 coverage as necessary

#### **Supervisory Responsibilities**

- The Director of Counseling & Homeless Services will directly supervise the line staff including case managers/workers, housing search, and any project managers or coordinators of the programs under his/her direction and be available 24//7.

#### **Certifications or Licensures**

- Valid Driver's License and reliable transportation

#### **Working Conditions**

- Typical office setting

Interested candidates, should submit a resume and cover letter to [hr@rcapsolutions.org](mailto:hr@rcapsolutions.org)

**Location –Worcester, Ma**

**Grade Level: 21**

#### **Compensation and Benefits:**

RCAP Solutions, Inc. offers an excellent compensation and benefits package, including health, dental, 403b, vacation, 13 paid holidays, STD/LTD, etc.

#### **To Apply:**

Send cover letter and resume to our Human Resources Department or Email: [HR@rcapsolutions.org](mailto:HR@rcapsolutions.org) or Fax: (978) 630-2751.

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