



<b>Job Title: RAFT Program Specialist</b>	<b>Date Updated: 04/10/2025</b>
<b>Department: RAFT</b>	<b>Reports to: RAFT Manager</b>
<b>Location—Worcester, MA</b>	<b>Grade Level and FLSA Status: 14, Non-Exempt</b>

#### **Job Summary:**

The RAFT (Residential Assistance for Families in Transition) Specialist is the front-line contact individual for clients that may be eligible for the RAFT program. They will be responsible for providing information and referral services, brief counseling, and in some cases, more in depth case management and education/training in the following areas: family budgeting and financial literacy, tenant rights and responsibilities, landlord obligations under Massachusetts law, and other housing and life skill related topics. In addition, the RAFT Program Specialist will be a vital and important member of the HCEC (Housing Consumer Education Center) team and will be expected to work with non-RAFT clients when time allows.

#### **Key Responsibilities:**

- Collect initial intake and assessment for presenting and surrounding needs to walk-ins, phone clients, and others seeking services.
- Work with HCEC team to determine client RAFT eligibility. Work with eligible RAFT clients to access and manage benefits.
- Entry of client information into all relevant internal databases, along with the Cornerstone Tracker and Counselor databases for the HCEC and RAFT programs.
- Provide housing programs and services information, along with referral services to walk-in clients, clients calling by phone call, and others seeking services.
- Obtain resources and services as requested and/or needed to address clients' needs including but not limited to: RAFT applications, housing applications, negotiation and mediation with property owners and utility companies, assistance with financial applications, budget counselling, money management and credit repair, tenant/landlord rights and responsibilities, housing search, fair housing, and discrimination laws/complaints and federal and state rental assistance programs.
- Provide information and referral, brief counselling, or extended case management for clients in the following areas: Budgeting and credit repair, tenant/landlord rights and responsibilities, housing search, and other areas as needed.
- Collaborate with other Client Resources team members in providing counselling and/or case management services.
- Develop partnerships with internal and external providers to ensure comprehensive and seamless delivery of services.
- Provide case management services to clients, maintain on-going relationships and follow up to ensure that they are connected to community support and services.
- Make home visits to clients on a limited basis, including but not limited to those who are disabled and/or those whose needs indicate home based intervention.
- Prepare program reports as required by RCAP management and Program funders.
- Lead with Integrity, Empathy, Empowerment, Pride, and Passion as Part of our Community with a Commitment to a Better Tomorrow.
- Assist with other duties as assigned by supervisor.

*Nothing in this job description restricts management's right to assign or change responsibilities of this job at any time.*



**Experience Requirements:**

- Minimum of one (1) year of experience with income, assets, and credit reviews. Experience assisting clients with housing and economic stabilization barriers.
- Minimum of one (1) year financial budgeting and reporting experience.
- Experience in Banking or Finance industry is a plus, but not required.
- Excellent time management, organizational, and communication skills. Ability to work collaboratively with clients, colleagues, and internal stakeholders. Strong customer service skills.
- Possess a high level of attention to detail and accuracy. Able to maintain confidentiality.
- Strong clerical and data entry skills (filing, record-keeping, and document management).
- Proficiency in Microsoft Office, including Word, Excel, and Outlook, along with software systems.
- Bilingual skills; (English/Spanish) preferred.

**Education Requirements:**

- High School Diploma/GED Equivalent; some college beneficial but not required.
- Associate's Degree in Human Services, Finance, or related field.

**Certifications or Licensures:**

- Valid Massachusetts Driver's License, insured vehicle, and the ability to travel to other properties,

**Supervisory Responsibilities:**

- N/A

**Working Conditions/Physical Requirements:**

- Typical office settings include the ability to spend extended hours sitting and using office equipment and computers, along with the ability to be able to stand and walk regularly.
- Move regularly from sitting to standing position as well as frequently bending to maintain files.
- Ability to work on repetitive tasks and use fine motor skills to handle and control objects.
- Ability to use earpieces or headphones. Speak, listen, and understand others.
- Occasionally lift 15 to 30 lbs.

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