



Position Title:	RAFT Compliance Lead
Last Reviewed:	July 2024
Department:	Financial Assistance & HCEC
Position Status:	Full-time
FLSA Classification:	Non-Exempt
Reports to:	Manager of Housing Resources

Position Statement

This position is responsible for understanding RAFT compliance and guidelines, supporting staff and program outcomes for the RAFT program. Will ensure all processes and documentation meet compliance standards set by EOHLC. Maintain and keep current documentation pertaining to the software and data entry system used to administer RAFT. Support the RAFT staff in their efforts to meet their processing benchmarks while meeting compliance standards. Oversight of caseload assignments for RAFT caseloads and distribution of RAFT duties.

Essential Responsibilities

- Monitors submissions of RAFT applications and timely processing.
- Liaison for RAFT applicants, advocates and EOHLC if needed.
- Ensuring integration and communication with the HCEC & HB Stabilization Lead as it pertains to post-RAFT stabilization activities. Ensure that required contact cadence and software data entry is maintained.
- Perform reviews as needed and RAFT appeals.
- Ensure RAFT applications are assigned and processed in the appropriate amount of time.
- Maintain a case load of RAFT priority cases.
- Knowledge of E2E software.
- Maintain a relationship with Zendesk and the ticketing system and follow up on ticket submissions.
- Trouble shoot RAFT portal issues for landlords and clients when escalated from the case managers.
- Processing and correcting returned and failed RAFT payments.
- Ensuring RAFT case managers are recruiting for RAFT post-stabilization.
- Ensure RAFT staff are participating in the necessary EOHLC and office hours meetings

- Monitor program caseloads and reports in E2E to oversee proper productivity times and report RAFT processing numbers to management.
- Oversight of file organization for the RAFT program across fiscal years.
- Oversight of the spending, processing, tracking and compliance for smaller private grant programs.
- Periodic file reviews will be performed, and reporting requirements monitored.
- Supporting staff with RAFT caseload overflows when necessary.

Required Skills or Abilities

- Can lead and motivate a team using project management and leadership skills
- Ability to work with diverse populations, the homeless and low-income families.
- Excellent time management, organizational and communication skills.
- Proficient with technology – ability to navigate Microsoft Word, Excel, and Outlook
- Bi-Lingual in English and Spanish preferred

Education and Experience

- High school/vocational diploma, GED Equivalent
- Bachelor’s or Associate’s degree preferred
- Previous team leadership or project management experience

Physical Requirements

- Stationary work. Exerting up to 10 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.
- Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers.
- The team member is required to have close visual acuity to view and work on a desk computer/laptop/iPad.
- Use of office equipment (phone, fax machine, copy machine, postage machine)
- Must have the ability to walk short distances.

Berkshire Housing Commitment to Equity

Diversity and a culture of inclusion are crucial to the mission of Berkshire Housing. We believe that self-reflection and awareness is critical, that diverse, equitable and inclusive representation should be reflected by our board, our team members, and in our programming and services.

Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status.

Disclaimer

This job description is not a contract for employment, and it is also not an inclusive listing of all duties, responsibilities, and expectations of the position. This document does not extend an offer of permanent or continuous employment. Berkshire Housing is an at-will employer.

Name:

Date:
