

Job Title: Program Coordinator, Home Modifications & Accessibility

Reports To: Program Manager

Salary Range: \$41,000-\$44,000 yearly

Employment Type: Full-Time

Location: Dallas/Fort Worth Metroplex, TX

Organization Overview: REACH, Inc. is a federally funded Center for Independent Living dedicated to supporting people with disabilities in achieving independent, fulfilling lives. We are currently seeking a highly organized and motivated Project Coordinator to support the daily operations of our Empower Home Modification Program. This program provides essential home modifications to improve accessibility and safety for low-income seniors and individuals with disabilities.

Position Summary: The Project Coordinator will be responsible for managing day-to-day tasks related to the Empower Home Modification Program, ensuring smooth program operations and strict adherence to funder requirements. This role includes coordinating consumer intake and assessments, tracking project milestones, overseeing documentation, working with the construction manager, and supporting the Project Manager in achieving program goals. The ideal candidate will be bilingual in Spanish and English, have experience in program coordination, and ideally possess familiarity with occupational therapy or accessibility needs.

Primary Responsibilities:

- **Consumer Coordination:** Serves as the main point of contact for program participants, assisting with intake, eligibility documentation, scheduling of assessments, and follow-up.
- **Scheduling and Logistics:** Coordinate schedules for home modification assessments with occupational therapists, contractors, and clients to ensure timely project completion.
- **Documentation and Record-Keeping:** Maintain up-to-date and accurate records for each project, including client information, assessment results, work orders, and modifications completed. Ensure all documentation aligns with funder requirements.
- **Financial Tracking:** Monitor expenses for individual modifications, assist in tracking the budget, and ensure payments are processed promptly and accurately.
- **Data Management:** Enter and update data in tracking systems, ensuring accurate and complete reporting for funders and stakeholders.
- **Compliance Support:** Assist the Project Manager in ensuring that all project activities comply with federal, state, and local regulations, including HUD and accessibility standards.
- **Community Outreach:** Support outreach efforts to raise program awareness, answer questions from potential participants, and help manage program waitlists as needed.
- **Quality Control:** Conduct follow-up calls and surveys with consumers post-modification to ensure satisfaction and gather feedback on services received.

Essential Skills and Competencies:

- **Organizational Skills:** Exceptional organization and time management skills with the ability to juggle multiple tasks and priorities.
- **Attention to Detail:** High attention to detail, particularly in documentation, data entry, and tracking of program compliance requirements.
- **Communication Skills:** Strong verbal and written communication skills in both English and Spanish, with the ability to interact empathetically and professionally with clients, staff, and partners.
- **Compliance:** Adhere to all applicable federal, state, and local regulations and HUD requirements related to home modifications and accessibility standards.
- **Problem-Solving:** Resourceful and proactive in identifying issues and suggesting solutions to keep the program on track.
- **Technical Proficiency:** Proficient in MS Office (Word, Excel, Outlook), Google Workplace, and data entry; experience with project management or CRM software is a plus.

Preferred Qualifications:

- Associate's or Bachelor's degree in Social Work, Health Services, Project Management, Occupational Therapy, or a related field.
- Bilingual in Spanish and English: Required for effective communication with clients and community members.
- Occupational Therapy or Accessibility Experience: A background in occupational therapy or experience working with home accessibility/adaptive equipment is highly desirable.
- 2+ years of experience in project coordination, preferably within a non-profit or social service setting.
- Familiarity with home modification programs, HUD guidelines, or similar funding requirements is beneficial.
- Selected candidate must have reliable, fully insured, transportation to travel throughout the region.

Compensation and Benefits:

Competitive salary, commensurate with experience.

Salary Range: \$41,000-\$44,000 yearly

Benefits include employer-paid Health Insurance, short-term Term Disability, Long-Term Disability, optional Vision/Dental coverage, Life Insurance, an employee-paid Retirement Plan, Paid Time Off, all federal holidays, and scheduled office closure between Christmas and New Year's.

Next Steps:

Send your resume to jkelly@reachcils.org with the subject line "HUD Program Coordinator" to be considered for this position.

REACH, Inc. is committed to building a diverse and inclusive environment and encourages applications from individuals with disabilities, bilingual candidates, and individuals from underrepresented communities.