

SENIORS FIRST INC JOB POSTING

Guardianship Support Specialist

Veterans Preference

Job Summary: Provide administrative support to the Guardianship Department. Minimum High School diploma with at least 3-5 years of progressive administrative experience. Exhibits advanced working knowledge of MS Office Suite. Including but not limited to Word, Excel, and Outlook. Must be able to learn other software programs required by the department, e.g., Wellsky. A valid Florida Driver's License, a clean driving record, reliable transportation, and proof of auto insurance. Meets all requirements of the State of Florida for Public Guardianship, including submission to an investigation of credit history and Level II Background Screening in accordance with provisions of statute 435.04 and statute 744. Every 2 years must submit to investigation of credit history and Level I Background Screening or at any other time required by the court. Sufficient mobility and strength to ambulate and move throughout facilities. Requires the ability to independently access any type of office or private residence. Able to sit for long periods of time, requires frequent walking, standing, stooping, lifting up to approximately 15 pounds, and occasional lifting up to approximately 35 pounds. Other limited physical activities are required.

Essential Functions and Related Skills

Ensures office procedures are performed in a timely and efficient manner, including but not limited to:

Maintains calendar for Initial and Annual Plans to be prepared by Case Managers and communicates with Case Managers to ensure timely receipt of plans.

Submission of blank Physician's Reports to Ward's Physician's and coordination or receipt with Annual Plan deadlines.

Submits Initial plans, Annual plans and Physician's Reports to the respective Ward's Attorneys.

Follow up on receipt of Court Orders approving Initial and Annual Plans in a timely manner.

Checks e-Clerk to ensure timely response to court processes (Initial and Annual Plans and Court Orders).

Scans all legal documents including but not limited to Letters of Guardianship, Orders of Incapacity, Initial Plans, Annual Plans, and Orders approving Initial and Annual Plans into the appropriate databases.

Maintains Database integrity, including in-house Guardianship Server, Proprietary Database of Ward Information (Wellsky), and Google Docs database of Facility and Physician's information, case tracking/flow and court filing deadlines.

Completion of 6-month Reports for new Wards. Assists Director of Guardianship with reviewing new Ward referrals. Assists Director of Guardianship to prepare documents for Legal Aid Assistance and Indigent Status Applications for new Wards. Assists Case Managers with meeting Ward's needs, e.g., shopping, deliveries and Resident fund spend downs. Assists Guardianship Assistant to maintain class registration, including returning class calls, updating Square information, and creating class certificates for bi-monthly Guardianship class.

Liaise with funeral homes to request death certificates upon the death of Wards; submits to the respective Ward's Attorneys.

Ensures all incoming telephone calls are answered and/or voicemail messages are returned by appropriate parties. Replies to incoming emails not specific to other department members. Ensures daily mail is opened, filed or replied.

Maintains filing system to ensure required documents are kept in office or storage facility for required retention deadlines.

Request Annual Evacuation Plans from facilities (Group Homes/ALF/SNF). Ensures Answering Service is turned on/off daily. Provides backup to the receptionist during lunch breaks, paid time off, or on other occasions as required. Assists in the development of good volunteer/staff relations. Treats wards, staff and others with dignity and respect. Organized/Work independently. Detailed. High level of accuracy. Multi-task. Customer service oriented. Strong follow-up skills Excellent phone etiquette.

Maintain confidentiality. Ability to work in stressful situations and react in a calming manner.

Interacts professionally with staff, leaders in business, and government and community associations.

This is a full-time position working Monday – Friday 40 hours per week.

All applicants must be able to demonstrate ability to pass a pre-employment drug test, driving record check and a Level 2 background screening.

Position Opens: July 24, 2025

Position Closes: September 24, 2025

All interested applicants should apply at: hr@seniorsfirstinc.org or Indeed.com. Internal applicants see HR.

Seniors First is a... Drug Free Workplace, EOE-F/M/Disabled/Vet/AA/E-Verify

Qualified individuals with a disability have the right to request a reasonable accommodation to our paper application process. If you are unable or limited in your ability to complete the application as a result of your disability, request a reasonable accommodation by contacting, Human Resources, 407.292.0177 or hrlevel2@seniorsfirstinc.org, informing us regarding the nature of your request and providing your contact information. **Please do not direct any other general employment related questions to this email and/or phone number.** Only inquiries concerning a request for reasonable accommodation will be responded to from this e-mail address and/or phone number.