

SENIORS FIRST, INC. JOB POSTING CASE AIDE, POLK COUNTY (BARTOW)

Job Summary: Ensure case notes, activity records and other documentation are properly recorded and maintained. Type correspondence, word processing, and data entry. Filing and file maintenance. High school diploma or equivalent. Valid Florida Driver's License, a clean driving record, reliable transportation and proof of auto insurance. Within in the first 90 days of employment, must successfully take the DOEA 701B on-line assessment training and receive certification. Strong 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 and/or agency. 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 of up to approximately 35 pounds. Other limited physical activities are required.

Specific Duties and Responsibilities

- Arrange services for clients as requested by Case Managers, i.e. calling agencies to contract services, completing authorizations and faxing to agencies, delivering supplies and equipment to clients' homes.
- Contact clients to confirm services or arrangements and making 2-week follow-up calls on services.
- Maintain files and filing area. Ensure files are accessible and paperwork is timely filed. Create files for new clients and purge old files.
- Treats clients, staff and others with dignity and respect.
- Charting and tracking time involved in activities.
- Assisting clients in compiling paperwork necessary for community programs.
- Completing turn around documents.
- Responsible for maintaining various in-house tracking tools to ensure compliance with contracts.
- Provides assistance to various monitoring agencies during program monitoring visits (i.e. gathering and assisting with source documentation, tracking units, etc.
- Responsible for mailing out monthly HCE vouchers to caregivers as well as tracking receipt of vouchers.
- Assures adequate supply of all forms, files and office supplies.
- Works with Finance and Case Management in the management of the CCE and ADI co-pay collections.
- Maintains HIPAA compliance according to agency policies and procedures.
- Backs up the duties of the Polk Data Specialist if Orlando Data Department needs assistance.

Other Related Functions/Skills/Abilities

- Supports the team as needed on a day-to-day basis. Interacts with many different departments and various levels of management. Attend all administrative, supervisory, and department meetings, conferences, trainings, seminars and other activities as required.
- Assumes responsibility for professional growth and development.
- Perform other duties as assigned.
- Analytical, ability to troubleshoot.
- Efficient typing and data entry.
- Able to identify problems, gather data, establish facts, select a reasonable solution and take decisive action.
- Excellent organizational skills and a strong attention to detail.
- Ability to handle multiple projects with demonstrated time management skills.
- Demonstrated ability to work under pressure and meet deadlines. Ability to handle difficult and stressful situations and react in a calming manner.

This is a full-time position working Monday – Friday at 40 hours a 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: October 3, 2025

Position Closes: December 3, 2025

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

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

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.