

## **SENIORS FIRST, INC. JOB POSTING QUALITY ASSURANCE SPECIALIST**

**Job Summary:** Supports quality assurance across all programs. Responsible for monitoring program compliance by conducting quality assurance reviews, identifying issues, ensuring contract compliance, providing feedback to program Directors/Managers and recommending process improvement. Bachelor's degree and at least two years of experience in nonprofit, healthcare, or related organization, or equivalent combination of education and experience. Experience in quality assurance or compliance preferred. Strong 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 and/or agency. A valid Florida driver's license, a clean driving record, reliable transportation, and proof of auto insurance. Sufficient mobility and strength to ambulate and move throughout facilities. Requires the ability to independently access any type of office or private residence. Physical requirements include lifting/carrying up to 5 pounds and occasional lifting/carrying up to 15 pounds. Other limited physical activities may be required. Requires visual acuity, speech, and hearing; hand and eye coordination and manual dexterity necessary to operate a computer keyboard and basic office equipment. Subject to sitting, standing, reaching, walking, twisting, and kneeling to perform the essential functions.

### **FUNCTIONS/SKILLS: Included but not limited to -**

- Remain updated on changes in relevant regulations, grant requirements, and agency policies. Support VPs with development and implementation of compliance plans and communication of any changes to appropriate staff.
- Research best practices and strategies to improve compliance and quality. In coordination with leadership, share findings with appropriate staff.
- Manage quality and compliance-related projects and initiatives as assigned: conduct research; engage appropriate leadership, staff, volunteers, and other partners/stakeholders; develop plans and timelines; and execute projects in a timely manner.
- Coordinate preparation for program monitoring visits including, but not limited to scheduling; coordinating responsibilities and timelines; gathering and/or submitting required documentation; reviewing documents and files for completeness and accuracy; and preparing response and/or corrective action plans as required. Ensure monitoring reports are shared with the relevant staff and are electronically filed on share drive.
- Complete routine reviews of client files, vendor files, and other program documentation to ensure completeness and compliance with all relevant regulations, grant requirements, and agency policies. Prepare reports of findings for program leadership and help identify opportunities and strategies for improvement.
- Ensure all programs maintain a schedule of reporting requirements and deliverables for their timely completion with leadership, staff, and Grants & Contracts Manager.
- Collaborate with relevant staff to develop and implement compliance and quality job aids, tools, and other resources for staff and volunteers.
- Support VPs and program staff to develop, revise, and/or update program policies and procedures, client information, forms, and other documents.
- Maintain complete and accurate logs for required staff training, client incidents, grievances, and complaints.
- Collaborate with program leadership and staff to ensure that each program's electronic shared drives are complete, up-to-date, and well organized.
- Provide support to VPs in preparing license renewals and vendor contracting and bid processes.
- Support program staff in implementing client, caregiver, and stakeholder surveys and evaluations. Prepare reports summarizing the findings including qualitative responses.
- Performs other job-related duties as assigned.
- Treats clients, staff and others with dignity and respect.
- Provides back-up as scheduled to the receptionist during paid time off or on other occasions as required. If bilingual, helps provide backup for Spanish calls when no one is available.
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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 (see <https://info.clearinghouse.com>)**

**Position Opens: April 17, 2026**

**Position Closes: May 17, 2026**

All interested applicants should apply at: [hr@seniorsfirstinc.org](mailto: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 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](mailto: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.