

SENIORS FIRST, INC. JOB POSTING

CCE CASE MANAGER (Bartow Office)

Job Summary: Provide case management services to frail and/or homebound seniors; conduct comprehensive assessments as to their strength, needs, social environment and support; devise care plans to meet the individual needs of clients using referrals to resources both within the agency and in the community where possible, and purchasing services where appropriate; do periodic re-assessments of client's care plan and modify plans to meet client's existing situation; interact with other agencies and individuals to enhance client's situation and act as an advocate. Bachelor's degree in a social science or equivalent. Must successfully pass the Uniform Client Assessment (UCA) test at the first available class/testing opportunity following hiring. Must maintain/have a valid Florida Drivers' License, a clean driving record, reliable transportation, and proof of auto insurance. Requires the ability to independently access any type of office or private residence. Exposure to all kinds of environmental conditions. This includes but is not limited to adverse weather conditions, extreme heat, tobacco smoke, animals, and adverse environments.

Specific Duties and Responsibilities

- Conduct on-site client needs assessment to determine specific personal, environmental, psychological, social, mental, medical, and monetary budgeting service requirements.
- Assess and arrange services for the high-risk APS (Adult Protective Services) client referrals within the 72-hour time requirement. Ensure the Data department receives all assessment information for their mandatory reporting requirements in both the CIRT and ARTT systems.
- Develop and recommend specific care plans to include services such as personal care, homemaking, chores, respite, adult day healthcare or other community resources.
- Treats clients, staff and others with dignity and respect.
- Determine the need for any variety of social services required by clients, locate services, assist to determine availability, and make referrals to other social services agencies as required to serve the best interest of clients.
- Assist clients in preparing applications and make contacts for social services such as food stamps, energy assistance, meal or housing programs and other similar social agency assistance programs.
- Determine and document cost of client services and manage services by client.
- Maintain assigned client roster and ensure that all required client visits and services are performed and that all related documentation, including charting and reporting, is accurate and current.
- Maintain productivity standards to include a minimum unit production of 30 hours a week.
- Assess the quality and adequacy of services provided to clients, contact providers as required, report on deficiencies and mediate related disputes to ensure that appropriate and adequate services are provided to suit client needs.
- Respond to inquiries and prepare documentation relating to the intake and assignment of new cases. Explain services and procedures of the agency, make referrals and respond to specific concerns and questions.

Other Related Functions/Skills/Abilities

- Maintains confidentiality of data and information.
- Reviews current literature on a regular basis; stays current on changes in policies and/or procedures; maintains reference materials and updates as required.
- Assumes responsibility as a self-directed professional for ongoing education, based on individual identified needs.
- Demonstrates skills and expertise in decision making, problem solving, information and resource gathering and program organization and development.
- Perform other related duties as assigned.
- Organized, detailed, able to multi-task.
- Customer service oriented. Able to work in stressful situations and can react in a calming manner.
- Ability to determine emergency situations - abuse/neglect, food, and shelter. Understanding of the elderly and/or disabled individuals.
- Working knowledge of MS Office Suite. Including but not limited to Word, Excel, and Access. Must be able to learn other software programs required by the department.

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

All applicants must be able to demonstrate the ability to pass a pre-employment drug test, driving record check, and a Level 2 background screening (see <https://info.clearinghouse.com>)

Position Opens: July 21, 2026

Position Closes: August 21, 2026

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 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.