

SENIORS FIRST, INC. JOB POSTING
Case Manager Supervisor CCE

VETERANS PREFERENCE

Job Summary: Responsible for effectively overseeing the daily activities of the Case Managers. Provides direction to Case Managers in case management, service planning, and referrals. Collaborate with staff as well as with providers and other departments. Accountable for meeting the operational and quality objectives of the case management team. Bachelor's degree in Social Science, Nursing or Management. Minimum of three years of social service experience with supervisory responsibility for at least one of those years. Strong supervisory skills with the ability to give direction and delegate responsibility. A valid Florida Driver's License, a clean driving record, reliable transportation and proof of auto insurance. 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. 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 to approximately 15 pounds, and occasional lifting of up to approximately 35 pounds. Other limited physical activities are required. 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.

Functions/Skills/Abilities

- Maintains department results by analyzing department operations, establishing and maintaining department planning, obtaining facts, analyzing and identifying problems, designing solutions, and enforcing department standards. Review all case records submitted by subordinate Case Managers. Determine the adequacy of service provided and care plans developed. Take action to ensure that services or care plans are changed as required to suit client needs and authorize appropriate plans and records. Treats clients, staff and others with dignity and respect. Review cases with Case Managers and provide consultation as required.
- Make client visits with Case Managers to assess Case Manager skills and provide guidance as required.
- Prepare for monitoring visits, files, and program review. Present information to monitors to ensure understanding of program compliance and outcome measure attainment. Follow up with monitors' corrections as required by final Monitoring reports. Work with Case Managers and other departments to resolve client or operational problems. Work with other community agencies to ensure effective coordination of services and exchange of relevant information.
- Train, supervise, and evaluate staff. Support the creation of client impact stories by sharing client names and/or stories with various departments as required. Reviews current literature on a regular basis; stays current on changes in policies and/or procedures; maintains reference materials and updates as required.
- Actively serves on committees and task forces to promote quality, cost-effective care for client population.
- Assumes responsibility for management and supervision of volunteers working for the department.
- Attend all administrative, supervisory, and department meetings, conferences, training, seminars and other activities as required. Assumes responsibility for professional growth and development.
- Require some evenings, weekends, and holidays for special projects and programs. Perform other duties as assigned. Excellent organizational skills and 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. Ability to determine emergency situations and make sound decisions. Understanding the issues related to the elderly and/or disabled individuals.

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

Position Opens: October 1, 2026 Position Closes: November 1, 2026

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

E-Verify/EOE/AA/Veteran/Disability

Qualified individuals with a disability have the right to request reasonable accommodation for our paper application process. If you are unable or limited in your ability to complete the application because of your disability, request reasonable accommodation by contacting Human Resources, 407.292.0177 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.