



Position Opening Case Aide (Full time)

About the Organization

Senior Resource Association (SRA) is a 501 (c)(3) non-profit organization that provides services to support and advocate for independence and dignity of older adults throughout Indian River County. Our organization was established in 1974 to provide services and programs that promote an active, healthy, and independent lifestyle for older adults. We provide and manage the Meals on Wheels of Indian River County programs, Adult DayAway programs, In-Home services, and Transportation for seniors and their families. With two locations in Vero Beach and Sebastian, SRA operates the only state licensed Adult DayAway programs in the County.

Our goal is to keep seniors healthy and in their own homes for as long as safely possible. Due to memory loss, brain injury, food-insecurity, and/or lack of socialization, all families have a special need for their loved one that leads them to Senior Resource Association. SRA is recognized as the lead agency in Indian River County for homebound and community-based services for seniors and adults aged 18 and older. For more details, visit www.SeniorResourceAssociation.org.

Position Summary

This is a professional position which supports the strategic goals and objectives of SRA. Under direct supervision performs diverse duties that support the goals and objectives of all aspects of the Program Department. Interface daily with SRA clients, vendors, various departments, and public pertaining to SRA services and programs. The successful candidate must be mission-driven, organized, able to work independently with self-initiative and part of a larger team. Exceptional communication skills using different mediums as well as to different audiences including public speaking. Must be technically proficient. Must be able to balance both strategic thinking with tactical execution.

Responsibilities

These are examples of the type of work performed. Management reserves the right to add, modify, change, or rescind work assignments as needed.

- All essential job responsibilities will be executed in accordance with SRA's Person Centered ethics, policies, and procedures, as well as all local, state, and Federal compliance guidelines.
- Organize, coordinate, monitor and provide a variety of information, including reports for different Program Department functions as required by SRA and funding sources
- Enter data as required in program specific databases and other software to support and achieve program objectives
- Reconcile program-related invoices, interface with Finance and MIS
- Assist Case Managers in all aspects of implementing care plans, including gathering data, accuracy of information and contracting for service, as well as, reconciling and verifying client services and activities
- Order all durable goods for clients using SRA contracted vendors
- Administer EHEAP (Emergency Home Energy Assistance for the Elderly Program) which occasionally involves home visits
- Assist with congregate meal site annual assessments as needed.
- Coordinate with long term care providers to obtain authorizations for client services

- Assist in quality assurance pertaining to client services and client satisfaction, and provide results to appropriate staff or departments
- Perform client eligibility through assessments to determine appropriate services
- Deliver quality customer service to external and internal inquiries while demonstrating ability to be a knowledgeable resource of information
- Perform office related work to complete goals and assignments, including but not limited to, administrative duties and providing back-up to Office Assistant

Qualifications

Bachelor's degree in social services, sociology, related field preferred or equivalent of relevant work experience is required. Knowledge of health and human services is preferred.

- Proficient knowledge and use of computers, software, databases, and other office equipment
- Accurate math and computation
- Communicate (listen, oral and written) professionally, accurately, and effectively, to interface with people and to complete tasks and assignments
- Proper handling of sensitive and/or confidential information
- Perform quality work in a fast and hectic work environment
- Prioritize multiple assignments, deadlines, and workload to ensure accurate and timely completion
- Establish and maintain effective work relationships within and beyond SRA
- Professional representation of SRA in community
- Participate in SRA teams, committees, meetings, training, and special events

Hours, Salary and Benefits

Full-time, exempt position with health, retirement, vacation, and other benefits. Some weekend and evening work required.

To Apply

Submit resume and cover letter detailing experience as it relates to the position. Include a statement about your interest and motivation for applying for this position to employment@sramail.org