



Senior Resource  
ASSOCIATION

*Promoting Independence in our Community*

**POSITION OPENING:  
Senior Support Services Manager**

**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](http://www.SeniorResourceAssociation.org).

**Primary Function:**

Responsible for oversight and compliance of Senior Supportive services, including Case Management and Public Guardian departments. Manage staff to ensure adherence and compliance of eligible programs and services provided to clients and wards. Work collaboratively with related governing agencies to uphold the privacy, dignity and safety of seniors, their family and caregiver.

**Principal Responsibilities:**

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

- Maintain and apply current knowledge of governmental regulations required for senior programs
- Supervise and provide leadership to the case managers and department team members
- Knowledge of local county and area resources
- Ensure services are delivered according to specific program grant requirements and state regulations and are of the quality and quantity to produce desired outcomes
- Monitor all Case Manager's case notes to ensure that they are current and complete and that face-to-face contacts are being made monthly
- Oversee all Case Managers while assisting clients/wards in maintaining or improving self-sufficiency and function while helping to protect from abuse, neglect and exploitation
- Understand long and short-term goals; prioritize to ensure completion of department work in an accurate and timely manner
- Consult with Case Managers and/or Program Director for guidance on unique client situations
- Prepare and submit reports as needed for governing agencies
- Maintain the grant requirements for each program
- Create and manage annual budgets for all related departments



## Senior Resource ASSOCIATION

*Promoting Independence in our Community*

- Assist Case Managers in submitting updates to the court of the ward's condition and act as representative in court when situation requires it
- Follow all policies and procedures of Senior Resource Association
- Other duties as assigned, to include assisting in emergency situations as needed

### **Knowledge, Abilities and Skills:**

- Team management experience
- Project and time management
- Knowledge of procedures to lead and/or direct others during emergency, unusual and/or stressful situations
- Interpersonal skills and effective work relations for performing role across, within and beyond SRA
- Quality customer service; role model for others
- Timely and accurately communication (listening, written, verbal)
- Professional representation of SRA and/or related agencies
- Maintain confidentiality as an extension of senior management
- Microsoft Office and computer skills
- Participate in SRA teams, committees, meetings, training and special events

### **Other Job Characteristics:**

- Sitting, lifting and bending
- Negative drug screen
- Cleared Level 2 background check
- Credit check through OPPG

### **License / Certifications:**

- Registered with the Office of Professional and Public Guardian

### **Education and Experience:**

- Bachelor's Degree required
- Master's Degree preferred
- Minimum 5 years management experience